The City of Penticton

Director	City Manager

COUNCIL REPORT

DATE: Oct. 21, 2013 File No: 0600-04
TO: Mayor and Council
FROM: Annette Antoniak, City Manager
RE: Quarterly update for period ending Sept. 30, 2013

STAFF RECOMMENDATION:

THAT Council receive the quarterly update on Council strategic priorities and staff departmental work plans for the period of July 1 to Sept. 30, 2013 for information.

BACKGROUND:

On August 15, 2011, Council endorsed the following vision statement for the City of Penticton: "Penticton – a vibrant, innovative, adventurous waterfront City focused on sustainability, community and economic opportunity." With the vision in place, Council established its Strategic Priorities for the 2011-2014 Council term to support that vision. The two priorities identified as Council's top priorities were the revitalization of Downtown Penticton and waterfront enhancement.

What follows is a snapshot of what staff has completed in the third quarter of 2013 relating to work accomplished on Council's strategic priorities.

ANALYSIS

Q3 has been an incredible quarter that showcased how working alongside Penticton's business community can yield incredible results for the community.

Downtown Revitalization

The Vibrant Penticton Downtown Revitalization project reached an important milestone in August, as the certificate of sufficiency for the proposed Downtown West Revitalization Local Area Service Bylaw was received. Council adopted the bylaw initiating a local area service tax associated with Downtown revitalization on Westminster Avenue and Martin Street. This is a significant step that could not have been achieved without a great deal of consultation and the efforts from our valuable community partner, the Downtown Penticton Association. The City's 2013 capital budget process included $1.25 million for the project. After working with the Downtown Revitalization Select Committee and a great deal of discussion and consultation with the businesses and landowners, the contribution from landowners was set at 25%, which includes sidewalk and streetscape only. Staff has since spent a considerable amount of time working with each property and business owner in the area to consult on the design in preparation for construction, which is set for February 2014, and are looking forward to additional discussions as the project date approaches.

There was also significant discussion about future traffic flow in Downtown Penticton this quarter. The Downtown Plan identified a number of capital projects and policy changes to be implemented in the short, medium and long-term to achieve a Vibrant Penticton and revitalized downtown area. One of the projects identified was to explore options for traffic flow along Main and Martin streets and determine potential impacts on the Downtown and surrounding areas. Urban Systems was contracted in 2012 to research traffic options downtown, particularly to determine how the streets would function in the event of changes of direction. Two primary options were presented as viable alternatives, and Council voted to maintain one-way traffic flow in Downtown Penticton, to focus revitalization efforts on streetscape enhancements and revitalization through a reduction in the number of lanes.

The City of Penticton and Downtown Penticton Association were able to kick off the quarter with incredible news, as the community was chosen among the 20 successful entrants to the Benjamin Moore Main Street Matters project. From the 100 communities nominated in North America, Penticton supporters went online in droves to cast a vote in favour of the Okanagan. Benjamin Moore is working with each town over the next year for the Main Street Matters project, and will be enlisting the help of local retailers and painting contractors. Some initial photographs have been taken of Downtown Penticton, and more news is anticipated on the project in the months to come. Progress will be reported back about the projects on the www.paintwhatmatters.com website.

The vibrancy was palpable in Downtown Penticton this summer, and not just a result of block-buster events like Challenge Penticton Canada and two-time NHL champion Duncan Keith's community celebration of the 2013 Stanley Cup victory in Gyro Park. Downtown Penticton has received an injection of vibrancy with Fitkidz Gymnastics Club the new tenant in the "Bus Barn" building on Ellis Street. The gymnastics club not only brought jobs into the commercial core, but hundreds of youth and families who are reconnecting with Downtown Penticton. More people are coming Downtown to train and compete, and this is translating into more foot traffic for retailers and restaurants to gain exposure. Fitkidz is also embracing its new neighbourhood by offering drop-in times to parents who would like to go wine touring or offer things like combination classes, camps and birthday parties alongside other downtown organizations and businesses.

The City of Penticton and the Downtown Penticton Association teamed up for the Front 2 Backstreet Bash: Where Food, Art and Nature Meet in September. This event included the official dedication of the street name change to Backstreet Boulevard and celebrated a new era for the Downtown. Revitalization happens in many ways, and Backstreet merchants injected new life into their part of Downtown Penticton with murals and festivities that day. Many merchants anecdotally reported that they were incredibly busy that Saturday as renewed consumer focus was placed on the newly named "Backstreet." Part of the day included consultation on the Penticton Creek rehabilitation work plan. The event also coincided with the first day of the salmon spawning season, so a ceremonial blessing from local First Nations marked the occasion and guided tours of the Penticton Creek were available. The public was invited to learn more about Penticton Creek rehabilitation, and the long-term project to investigate how to improve kokanee and rainbow trout habitat in Penticton Creek as part of Downtown Penticton revitalization.

We encourage the public to find out more about Downtown revitalization by visiting www.penticton.ca/downtown.

Waterfront Enhancement

This summer offered our community an opportunity to celebrate its waterfront as construction paused in the third quarter along the West Okanagan Lake walkway. The path reopened at the end of the second quarter, with construction suspended to ensure walkway and beach access would not be impacted during the summer months. Once September returned, there was no

delay in the resumption of work. The contracted company, Greyback Construction, proceeded with works immediately, focusing on the project west of the completed segment toward Power Street. The final quarter in 2014 will include Power Street towards the SS Sicamous. Safety fencing will remain in place along the edge of the westbound (lakeside) lane, and given the impacts on parking during construction, we thank the community for their patience. Installation of footings, walls, walkway slabs, irrigation systems, garbage receptacles, street lighting, curbs and gutters will begin in short order. The contractor has confirmed its intention to complete the project in November subject to unanticipated delays. Our staff is incredibly excited to deliver this project to Council and the community in the coming months.

Consultation was also held in August on an enhancement project on the east end of Okanagan Lake, the Marina Way Lookout. Development of the newest park along the waterfront restores habitat in the environmentally sensitive area just east of the Penticton Art Gallery. The project is much smaller in scale than other waterfront initiatives, but has the potential to provide great return for residents and visitors, with more green space, restored ecological habitat and a tranquil place for people to enjoy the Okanagan Lake vista. Environmental restoration includes planting more than 20 trees and 300 indigenous shrubs to restore habitat. Undesirable and invasive plant species will also be removed. While the area will be restored, the space will also be transformed into a passive "lookout" space to enhance the experience of enjoying the lake view. A gravel path that connects with the Okanagan Lake walkway will lead out to the end of the breakwater, allowing visitors a clear vantage point of Okanagan Lake. New benches and picnic tables will also be installed, and heritage elements are also being investigated. Public consultation on the project provided valuable input into the park's development, and design alterations were made to ensure parking is preserved to meet the community's expectations. Construction is scheduled for this fall.

Outdoor activity enthusiasts will also have more options along the southern Penticton waterfront, after the City of Penticton has secured grant funding for outdoor fitness stations. Equipment will be installed in Skaha Lake Park that is eco-friendly and powered by users. A combination of pieces that improve strength, co-ordination and flexibility will be considered. This project is funded in part by the Government of Canada's New Horizons for Seniors Program, which is providing a $25,000 grant.

We encourage anyone in the public seeking more information to visit www.penticton.ca/waterfront.

ATTACHMENTS:

Council Strategic Priorities and Staff Department Work Plans, updated to reflect activities of Q3.

Respectfully submitted,

Annette Antoniak

Q3 2013 update
DEPARTMENTAL WORKPLAN
ACCOUNTING

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
	ERP conversion project SECTION			
	Plan implementation – status: - COP went live with the core modules of Agresso July 1 2013 - Modules currently live and being fine tuned: GL, AR, AP, Payroll, Logistics, project costing & billing, Sales orders, - Modules currently live and being finalized for full functionality: Fleet & facilities maintenance, FA - Modules yet to be activated: Bank reconciliation, Credit card management	Apr 2012 -> Current	Colin Fisher Project Manager Department managers Department teams	Completed (all core and mandatory modules)
	Conversion: This event happened July 1 for AP & GL and June 16 for payroll entry. Transition was seamless in particular for Payroll and AP.	July 1 2013 Questica Team Budget implementation postponed to 2014	Colin Fisher Project Manager Department managers Department teams	Completed

	Post mortem: This is an evaluation and documentation of the project including – i) An analysis of what went well and what didn't (deliverable) ii) Tasks and procedures that have changed, been eliminated, or been added – including the impacts of all these changes had on efficiency and consumption of resources (deliverable). iii) What needs to be done or considered going forward – such as full implementation of specific functionalities or additional modules (deliverable) iv) Documentation and sign-off of the analysis (deliverable)	2014	Colin Fisher Project Manager Doug Leahy Annette Antoniak	N/A

2013 Audited PSAB Financial Statement SECTION				
	Interim audit – examination of financial controls	Nov/Dec 2013		
	Year end audit – substantive testing and on-site attendance by auditors	April 2014 (substantial completion)	Colin Fisher	
	Completion of PSAB compliant consolidated audited financial statements	April 31 2014	Colin Fisher	
	Public release of annual report	June 2014	Simone Blais	
	Public release of SOFI report	June 24 2014	Colin Fisher	

2013 Department Restructuring SECTION				
	Re-define job descriptions of **key staff –** i) Controller (completed) ii) Accountant (removed) iii) Accounting clerk IV (completed) iv) Accounting clerk III (completed)		Colin Fisher	Completed
As greater familiarity of Agresso is gained the internal audit processes and roles of this position will be fine-tuned and documented formally.	Post Accounting clerk IV **position and complete recruitment process** (completed)	April 30 2013	Colin Fisher, HR	N/A
The department has already started to realize many of the expected efficiencies with the implementation of Agresso. The plan remains in place that many of the processes and duties within the Accounting department will change with the department structure changing accordingly once procedures are recreated and task backlogs are cleared up.	Restructure departmental functions and duties	Pushed back to March 31 2014	Colin Fisher, Doug Leahy, HR	N/A
	Efficiencies already gained: - Payroll electronic timesheet processing: to date estimated at 28 hrs. staff time per biweekly payroll, - City utility account interfacing: to date estimated at 10 hrs. staff time per month **Efficiencies to be quantified:** - Electronic scanning and attachment of documents, - Streamlining of AR processes -			

2013
DEPARTMENTAL WORKPLAN
COLLECTIONS

DEPARTMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
		Cash		
Third Party Credit Card System	Implement third party credit card system for various revenue sources	• Q1-Q3 2013	• AC/DC	• $20,000 • 75% complete waiting on Paymentus to finish programming
		Utilities		
Infinity.Mobile	Implement an electronic service order system to make operations more efficient	• Q1-Q3 2013	• DC	• $40,000 • 75% complete • Testing in the work environment is ongoing.
Disconnection Policy Changes	Implement changes endorsed by Council January 2013	• Q1-Q2 2013	• AC	• $2,000 • 100% complete
Energy Savings Loan Program	Implement energy savings loan program in CIS	• Q1-Q3 2013	• DC	• $15,000 • 90% • Working with programmers
E-Billing (PDF of bill)	Launch e-billing system for Electric & Water utilities with assistance from Tempest to send a PDF copy of bills via email	• Q1-Q2 2013	• AC	• $60,000 100% complete

Taxes				
E-billing	E-billing was implemented in 2012, legislation has been amended in 2013 to allow email tax notices, launch campaign to enrol customers in this program	• Q1-Q2 2013	• AC & BE	• $0 100% complete
General				
Business Licence Module	Implement new business licencing module	• Q1-Q3 2013	• DC, KP & Building Dept	• $20,000 • 99% complete • Waiting for one more fix from programmers

2013
DEPARTMENTAL WORKPLAN
COMMUNICATIONS
(January – Dec 31, 2013)

DEPARTMENTAL ACTIVITIES	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Communications plan	• Inventory of 2011 plan recommendations	• 2012-Q2	Simone	COMPLETED
	• Assessment of plan recommendations	• 2012-Q2	Simone	COMPLETED
	• Timeline for plan	• 2012-Q2	Simone	COMPLETED
	• Department meetings, assessments	• 2012-Q2-3	Simone	COMPLETED
	• Research municipal plans	• 2012-Q2-4	Simone	COMPLETED
	• Analyze organizational strengths	• 2012-Q2-4	Simone	COMPLETED
	• Analyze organizational challenges	• 2012-Q3	Simone	COMPLETED
	• Develop departmental goals	• 2013-Q1	Simone	COMPLETED
	• Develop departmental objectives	• 2013-Q3	Simone	COMPLETED
	• Outline tactics, timing	• 2013-Q3	Simone	In progress
	• Implementation	• 2013-Q4	Simone	In progress
	• Develop 2014 budget	• 2013-Q4	Simone	
		• 2013-Q4	Simone	
Downtown Revitalization	• Webpage updates	• 2013-Q1-4	Simone	Ongoing
	• Project updates	• 2013-Q1-4	Simone	Ongoing
	• Downtown Plan release	• 2013-Q2	Simone	Complete
	• Consultation and public engagement	• 2013-Q1-4	Simone	Ongoing
	• Creative communications	• 2013-Q1-4	Simone	Ongoing
	• Paint What Matters awareness	• 2013-Q2	Simone	Complete
Waterfront Revitalization	• Webpage updates	• 2013-Q1-4	Simone	Ongoing
	• Project updates	• 2013-Q1-4	Simone	Ongoing
	• Capital project communications support	• 2013-Q1-4	Simone	Ongoing
	• Completion project	• 2013-Q4	Simone	
	• Project showcase	• 2013-2014	Simone	

Visual identity	• Conduct research, develop timelines • Outline process • Assemble review team • RFP for graphic design • Develop priorities • Finalize identity elements • Brand standards manual • Beta test – sample project • Print shop contract options • Policy review	• 2013-Q2 • 2013-Q2 • 2013-Q3 • 2013-Q3 • 2013-Q4 • 2013-Q4 • 2013-Q4 • 2013-Q4 • 2013-Q4 • 2013-Q4	Joint Comms and Purchasing project Team Team Team Simone C/P Simone	Complete Complete Complete Complete In process In process In process
Advertising	• Book City Page ads as required • Book newspaper ads as required • Book radio spots as required • Book Facebook ads as required • Conduct advertising review • Revise Advertising policy • Revise Advertising procedures • Develop ad budget for 2014	• 2013-Q1-4 • 2013-Q1-4 • 2013-Q1-4 • 2013-Q1-4 • 2013-Q4 • 2013-Q4 • 2013-Q4 • 2013-Q4	Lorraine Simone Simone Simone Simone Simone Simone Simone	Ongoing Ongoing Ongoing Ongoing In progress
Media relations	• Press Releases • Backgrounders/Fact sheets/bios • Media advisories • Media Room upgrades • Media Relations Plan-outline • Media Relations Plan-formation • Media pitches	• 2013-Q1-4 • 2013-Q1-4 • 2013-Q1-4 • 2013-Q1-4 • 2013-Q1-4 • 2013-Q1-4 • 2013-Q1-4	Simone Simone Simone Simone Simone Simone Simone	Ongoing Ongoing Ongoing Complete Ongoing
Stakeholder and community relations	• Council Highlights • Messages from mayor • Speeches/talking points • Proclamations text • Stakeholder email list maintenance • Meetings with community groups	• 2013-Q1-4 • 2013-Q1-4 • 2013-Q1-4 • 2013-Q1-4 • 2013-Q1-4 • 2013-Q1-4	Com, Lorraine Com, Lorraine Com, Lorraine Barb Simone Simone	Ongoing Ongoing Ongoing Ongoing Ongoing Ongoing
Social Media	• Live-tweet Council meetings • Regular posts to Twitter, Facebook • Social media comms plan-analysis • Social media comms plan-formation • Social media comms plan-implement	• 2013-Q1-4 • 2013-Q1-4 • 2013-Q4 • 2013-Q4 • 2013-Q4	Simone Simone Simone Simone Simone	Ongoing Ongoing

Website	• Review best practice	• 2013-Q1	Simone	Complete
	• Develop writing guideline booklet	• 2013-Q1	Simone	Complete
	• Develop host of resources for editors	• 2013-Q1	Simone	Complete
	• Website editor training	• 2013-Q2	Comms, IT	Complete
	• Website editor contest	• 2013-Q2	Comms, IT	Complete
	• Content monitoring	• 2013-Q2-4	Comms, IT	Ongoing
	• Website navigation plan	• 2013-Q3	Simone	In progress
	• Website nav plan migration directions	• 2013-Q3	Simone	In progress
	• Website nav plan migration execution	• 2013-Q3	IT	In progress
Citizen Survey	• Assemble task force for review	• 2013-Q3	Simone	Complete
	• Develop budget	• 2013-Q1	Simone	Complete
	• Review survey questions	• 2013-Q3	Task force	Complete
	• Issue survey	• 2013-Q3	Task force	Complete
	• Develop report	• 2013-Q4	Simone	In progress
	• Present to Council	• 2013-Q4	Simone	
Utility newsletter	• RFP for print contract pricing	• 2013-Q3	Simone	Complete
	• 12 print editions	• 2013-Q1-4	Simone	Ongoing
	• 12 online editions	• 2013-Q1-4	Simone	Ongoing
	• Review electronic dissemination	• 2013-Q4	Simone	
	• E-billing project	• 2013-Q2-4	Simone	In progress
Annual Report	• Review design from 2012	• 2013-Q1	Simone	Complete
	• Redesign with leadership input	• 2013-Q2	Simone	Complete
	• Seek department submissions	• 2013-Q2	Simone	Complete
	• Write content for current year	• 2013-Q2	Simone	Complete
	• Aggregate department content	• 2013-Q2	Simone	Complete
	• Contract printer for copies, binding	• 2013-Q2	Simone	Complete
	• Report to Council	• 2013-Q2	Simone	Complete
	• Post online	• 2013-Q2	Simone	Complete
Special projects	• Capital works information	• 2013-Q2-3	Simone	Complete
	• Economic Development	• 2013-Q2	Simone	Complete
	• Building-BCBC information outreach	• 2013-Q1	Simone	Complete
	• Tax insert	• 2013-Q2	Simone	Complete
	• Budget package	• 2013-Q4	Simone	Complete
	• Graffiti material	• 2013-Q2-4	Simone	In progress
Emergency comms planning	• EOC Training – Level 2	• 2013-Q2	Simone	Complete
	• Functional Communications Plan	• 2013-Q2-4	Simone	
	• Prep-Spring responses	• 2013-Q2	Simone	Complete
	• Prep-Summer responses	• 2013-Q2	Simone	Complete
	• Prep-Fall responses	• 2013-Q2	Simone	Complete

	• Prep-Winter responses • Contact assimilation • Situation Response Team assembly • Situation Response Team protocol	• 2013-Q3 • 2013-Q4 • 2013-Q4 • 2013-Q4	Simone Simone Simone Simone	Complete
Issues management	• Assist Council, CAO, senior leaders and staff with issues as they arise	• 2013-Q1-4	Simone	Ongoing

2013
DEPARTMENTAL WORKPLAN
CORPORATE ADMINISTRATION
(July 1 – September 30)

DEPARTMENTAL ACTIVITIES	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Council Meetings	Review staff reports, agenda preparation, minutes to the internet, minutes and Council follow up. • 7 Regular or Special Council Meetings held • 7 In-Camera Meetings held • 2 Workshops	• 2013-Q3	CO Angie Lorraine	• Complete and On-Going
	• Legal Seminar	• 2013-Q4	CO Angie	• April 2014
Committee Meetings (13 City Committees)	Same process as Council Meetings • 24 Committee Meetings held	• 2013-Q3	Barb	• Complete and On-Going
Staff Leadership Meetings	• Bi-weekly preparation of agendas, minute taking and preparing/tracking action items	• 2013-Q1 – Q4	CO Angie	• On-Going
Council Follow Up	• Following up on Council directives and tracking actions and completion dates in database (including drafting routine letters and correspondence)	• On-Going	Corp. Officer/ Angie/ Lorraine	• On-Going
City Page Advertising	• Overseeing the content of the City Page in the Herald and the Western Newspapers • 30 City Page Ads Prepared	• 2013 Q3 On-Going	Lorraine Angie	• On-going

Policies and Procedures				•
Freedom of Information and Protection of Privacy	• Processed 4 FOI Requests	• 2013-Q3	CO	• Completed and On-Going
Proclamations/Invitations/ Hosting of Special Visits	• Processed 6 proclamations, 25 invitations/special visits	• 2013-Q3	Barb	• Completed and On-going
Bylaws & Permits (Drafting / Preparing / Processing)	• 16 Bylaws • 8 Permits	• 2013- Q3	CO/Angie	• Complete and on-going
Conduct Research on behalf of the City regarding bylaws, policies, legislation, interpretation and authority	• Processed searches	• 2013-Q3	CO/Angie	• Completed and on-going
Research and Implement an Agreements Tracker	• To implement once financial software is implemented.	• Q3/Q4	CO	• Not Started
Indexing Resolutions and Reports from prior years	• Improving research capabilities of prior years' business	• Q1- Q4	Angie, Lorraine, Barb	• On-going
Policy Index	• Creating a complete and searchable index	• Q1-Q4	CO	• On-going
Bylaw Index	• Creating a detailed and searchable index	• Q1-Q4	CO Angie	• On-going
Committee Terms of Reference	• Updating	• Q-3	Barb	• Completed and on-going
Administrative Support for Mayor, Council, and City Manager	• Drafting of correspondence, scheduling of calendars, event preparation, and research	• On-Going	Lorraine Angie	• On-going
Vet Agreements and Arrange for Signatures of all City agreements, covenants, contracts, etc.	• After each Council Meeting	• On-Going	Angie Lorraine	• Completed and on-going
Oversee the City's General In-Box and Respond as appropriate	• Daily	• On-Going	CO Lorraine	• Completed and on-going

Arrangement for Council attendance at the Council conferences including SILGA, UBCM and FCM	• Making arrangements, registration, preparing briefing notes, binder preparation and follow up	• FMC – Q1 • SILGA - Q2 • UBCM - Q3	CO, Lorraine	• Complete
Daily Issues Management and response to various queries from the public and staff	• Daily	• On-Going	CO Angie	• Completed and on-going
Indexing of Council Reports, Agreement, and Bylaws for the Vault	• After each Council meeting	• On-Going	Lorraine Angie	• Completed and on-going
By-Election 2013	• Training, Advance Polls, Election Day, Election Report • Receive Candidate Campaign Financing Disclosure Statements	• Q3 • Q4	Dana, Angie	• Completed • Ongoing

2013
DEPARTMENTAL WORKPLAN
DEVELOPMENT SERVICES

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
HARDWARE INFRASTRUCTURE				
Downtown Revitalization • Downtown Plan • Entertainment Area Project • Downtown Design Project	Council Strategic Priority for 2012/2013. Downtown Plan – ADOPTED Westminster / Martin Project – local area improvement process underway – August 12th, 2013 deadline.	• Q1 2013 / Ongoing	• DDS / MP	• $267,000 • 100% Complete • ($240,000) Downtown Plan approved by Council Projects ongoing throughout 2013 and 2014 Budget preparation underway
Downtown Plan Implementation	Policy Changes – Implementation ongoing New Downtown Economic Investment package Sidewalk use policy/bylaw enhancements	• Ongoing	• DDS / MP	• Ongoing Implementation • New Downtown EIZ bylaw to be forwarded to Council in Q4 2014
Parking Strategy	Hospital Area Downtown Area SOEC Area Skaha Lake Boat Launch	• Q1 2013 • Q2 2013 • Q2 2013 • Q2 2013	• DDS / MP • MBP	• $235,000 • 80% Complete • New technology installed • Resident Only Areas to be completed next – around downtown
Climate Action	Implementation Plan for Corporate Climate Action Planning work.	• Q4 2013	• DDS / EC	• Ongoing • Corporate buildings provided with ongoing efficiencies
Urban Deer Management	Implement Council direction for Deer Count / Capture & Cull	• Ongoing 2013	• DDS	• $10,000 • Ongoing – project on hold pending Invermere court case
Employee Engagement	Continue to enhance environment workplace for staff	• Ongoing	• DDS	• Team building / Staff training sessions held and ongoing.
Improve	• Work with Development Services Committee	• Ongoing	• DDS / MP /	• Ongoing

Relationship with Development Community	• Organize workshops / educational sessions with development community • Provide outstanding customer service		MBP	• 4 educational sessions held to date • Home Show enhancements • Working with DSAC to improve efficiencies
Continue to streamline application processes	Planning & Building Department processes to be continually monitored for areas of improvement.	• Ongoing	• DDS / MP / MBP	• Ongoing • Open for Business Award in 2013 - success
Update old bylaws	Review and amendments to existing bylaws to make easy to use for all.	• Ongoing	• DDS / MP / MBP	• Ongoing • Building Bylaw review underway scheduled for Q4 2014

2013
DEPARTMENTAL WORKPLAN
ELECTRIC DEPARTMENT
Updated 2013 10 01

DEVELOPMENTAL WORKPLAN: CAPITAL – CAPACITY AND BACKUP PROJECTS	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($ % COMP.)
Underground System Expansion – New Services (Recoverable) 670-20 CAP215	• Upgrade UG infrastructure as required for new services and extensions	Ongoing through 2013 as development requests are processed	• EUT, EUF	• $204,000 ($34,400) 17%
VFI Padmount Switches R-32 Feeder Egress 672-40 CAP225-001	• Design new egress • Hold pending new WES 12KV distribution design	• 2014	• PEC	• $120,000 ($0) 0%
Pole Replacements 673-20 CAP229-001	• Replace rotten poles	• Q1 – Q4	• EUT • EUF	• $168,900 ($78,500) 46%
Porcelain Arrestor Replacement 673-40 CAP231-001	• Determine replacement area • Order material • Arrestor replacement	• Q2 • Arrestor replacements incorporated into Voltage Conversion	• EUF, EUT • EUT • EUF	• $110,000 ($6,600) 6%
Demand Totalizing Meters 675-21 CAP242-001	• Determine if project is still required. SCADA upgrade may render project unnecessary.	• Deferred to 2014	• OMEU	• $110,000 ($0) 0%
Transformer Upgrades – Voltage Conversion 677-10 CAP244	• Replace transformers in NW sector • Upgrade hardware in NW sector	• Q1 – Q4 • Q1 – Q4	• EUT, EUF	• $408,000 ($209,200) 51%
SCADA Upgrades 679-03 CAP253	• Prepare RFP • Purchase material • Installation and commissioning	• Q4 • 2014 • 2014	• OMEU • OMEU • ET	• $121,000 ($0) 0%
PCB - Test, Record, Rehabilitation 679-04 CAP254	• Remediate PCB storage area • Implement Compliance Action Plan	• ~~Q2 COMPLETE~~ • Q2 – Q4 Underway	• OMEU, EUF, EUT, • Consultant	• $120,000 ($64,700) 54%

Voltage Regulator - Middle Bench **680-04 CAP257**	• Training & commissioning	• ~~Q1 COMPLETE~~	• PEC, EUF	• $100,000 ($11,800) 12%
Step Transformer – Dawson **680-06 CAP258**	• Prepare Tender • Issue Tender • Pad Design & location • Order step transformer • Construction	• ~~Q1 COMPLETE~~ • ~~Q2 COMPLETE~~ • Q3 • ~~Q2 COMPLETE~~ • Q4	• PEC, PM • PEC, PM • PEC, EUT • PEC, PM • PEC, EUF	• $538,000 ($344,0) 64%
Main St. Alley - Conductor Upgrade **680-07 CAP259**	• Design and planning • Scheduling & construction • Reconductor in fall	• ~~Q1 COMPLETE~~ • ~~Q2 PH 1 COMPLETE~~ • Q4	• EUF • EUF • EUF	• $193,000 ($34,700) 18%
Install 2nd cable run on R34 **680-12 CAP261**	• Design • Order material • Construction	• ~~Q2 COMPLETE~~ • ~~Q2 COMPLETE~~ • ~~Q3 COMPLETE~~	• PEC • EUT • EUF	• $109,000 ($34,400) 32%
Reconfigure R2 and R3 Tie Point **680-13 CAP262**	• Design • Order materials • Construction	• ~~Q2 COMPLETE~~ • ~~Q2 COMPLETE~~ • Q4	• PEC • EUT • EUF	• $170,000 ($32,600) 19%
New Tie - Feeders R6 & R32 **680-15 CAP263**	• Design • Order material & issue Tender • Construction	• ~~Q2 COMPLETE~~ • ~~Q2 COMPLETE~~ • Q3- Q4	• PEC • EUT • EUF	• $237,000 ($42,200) 18%
Convert Feeder R5 to 12kV **680-24 CAP268**	• Replace transformers & hardware • Plan conversion stages • Feeder conversion	• Q1 – Q3 • Q3 • 2014	• EUF • • PEC,EUF, OMEU	• $749,450 ($206,700) 28%
Convert Feeder R6 to 12kV **680-25 CAP269**	• Replace transformers & hardware • Plan conversion stages • Feeder conversion	• Q1 – Q3 • Q3 • 2014	• EUF • • PEC,EUF, OMEU	• $768,300 ($140,800) 18%
Westminster Substation 12KV Upgrade **680-30 CAP271**	• FBC Class 3 Estimate • Design & Eng – Station • Design & Eng – Distribution • Construction • Commissioning	• ~~Q1~~ Q3 • Q2 – Q4 • Q3 – Q4 • Q1-Q4 2014 • Q4 2014	• FBC • FBC • PEC • FBC, PEC • FBC, PEC	• $3,000,000 • ($1,898,800) 63%
Hudson Voltage Regulation **680-31 CAP272**	• Civil Works • Complete	• Q3 • Q4	• EUF • EUF	• $256,950 ($124,800) 49%

DEVELOPMENTAL WORKPLAN: CAPITAL – BASE	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Audible Signals 756-03 CAP195	• Investigate & select locations • Order material • Install audible signals	• ~~Q2 COMPLETE~~ • ~~Q2 COMPLETE~~ • Q3 – Q4 Underway	• OMEU, TT • TT • TT	• $12,500 ($6,400) 51%
Traffic Controller Installation Winnipeg/Wade 756-05 CAP196	• Order material • Construction	• ~~Q2 COMPLETE~~ • Q4 Underway	• TT • TT	• $20,000 ($74) 0%
UPS Installations 756-06 CAP197	• Investigate & select locations • Order material • Install UPS modules	• ~~Q2 COMPLETE~~ • ~~Q2~~ Q3 • Q2 – Q4	• OMEU, TT • TT • TT	• $31,500 ($500) 2%
Okanagan Lake West – LED Lighting 811-04 CAP192 ($60,000 + $30,000)	• Design and Specifications • Issue Material Tender (LED fixtures and standards) • Purchase Material • Installation – Phase 1 • Installation - Phase 2	• ~~Q1 2013 COMPLETE~~ • ~~Q1 2013 COMPLETE~~ • • ~~Q1 2013 COMPLETE~~ • ~~Q2 2013 COMPLETE~~ • Q4 2013	• OMEU • EUT • OUT • EUFore • EUFore	• $90,000 ($0) 0%

DEVELOPMENTAL WORKPLAN: OPERATING –SPECIAL PROJECTS	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
MICRO HYDRO PHASE 2 DUE DILLEGENCE 679-02 CAP252-001	• Engage Consultant • Submission of Draft Report • Submission of Draft Final Report • Submission of Final Report • Presentation and direction from City Council • 2014 Budget Preparation	• ~~2013 01~~ COMPLETE • 2013 09 • 2013 09 • 2013 10 • 2013 09 • 2013 09	• DO • DO • DO • DO • DO • DO	• $37,950 ($3,800) 10%
POLE CONTACT AGREEMENTS	• Complete analysis of pole contact costs • Complete review of Shaw and Telus Pole Contact Agreement and identify changes • Creation of an updated Shaw	• ~~2012 04~~ COMPLETE • ~~2012 04~~ COMPLETE	• DO • DO • DO	• N/A, 75%

	and Telus Pole Contact Agreement • Review proposed price and contract changes with Shaw and Telus • Negotiate changes with Shaw and Telus • Agreements to Council for considerations and execution • Budget for revised revenue stream	• ~~2012 05~~ **COMPLETE** • ~~2012 08~~ **COMPLETE** • 2013 05 **UNDERWAY** • 2014 • 2014	• DO • DO • DO • DO	
GREEN JOB GRANT PROCESS Energy Retrofit Loan Program OPR763	• Finalize Program details • Report to Council • Launch the Program	• ~~2013 04~~ **COMPLETE** • ~~2013 06~~ **COMPLETE** • 2013 09 **COMPLETE**	• OMEU • OMEU • OMEU	• $ 145,000 ($2,100) 2%
Complete Policy setting various Electric Utility Maintenance Priorities and Standards • **Switch inspection & maintenance** • **Vault inspection & maintenance**	• Review existing maintenance policies • Determine appropriate service levels • Draft new policy • Review and revisions • Submit final policy	• 2013 Q4 • 2013 Q4 • 2013 Q4 • 2013 Q4 • 2013 Q4	• OMEU • OMEU EUFore • OMEU • DO, OMEU • OMEU	• N/A, 5%

2013
DEPARTMENTAL WORKPLAN
ENGINEERING
Updated 2013 07 22

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
DESIGN SECTION				
Okanagan Lake West – Lakeshore Drive Improvements CAP168	• Tender construction of the project. • Close Tender • Award Tender • Commence PH 1 construction • Complete PH 1 construction • Commence PH 2 construction • Complete PH 2 construction	• ~~2013 03 13~~ **COMPLETE** • ~~2013 04 02~~ **COMPLETE** • ~~2013 04 04~~ **COMPLETE** • ~~2013 04 08~~ **COMPLETE** • ~~2013 06 15~~ **COMPLETE** • ~~2013 09 03~~ **COMPLETE** • 2013 11 30	• CE • CE • Council • Contractor • Contractor • Contractor	• $2,125,000 ($1,046,920) 49% • $125,000 ($13,978) 11%
Downtown Revitalization Phase 1 Design and Construction CAP172	• Concept design • Pre design • Detail Design • Tender construction of the project. • Close Tender • Award Tender • Commence construction • Complete construction	• ~~2013 03 31~~ **COMPLETE** • ~~2013 03 31~~ **COMPLETE** • 2013 08 01 • 2013 08 • 2013 08 12 • 2013 08 19 • 2013 09 03 2013 11 29	• CE • CE • CE • CE • CE • Council • Contractor • Contractor	• $1,250,000 ($67,284) 5%
Downtown revitalization Phase 2 Predesign / Design	• Concept design • Pre design • Council Presentation • Detail Design	• 2013 08 • 2013 09 • 2013 10 • 2013 11	• CE • CE • CE • CE	• $75,000 ($0) 0%
2013 Capital Works Contract	This is the prime capital works project for 2013 and combines the following projects:			

	1. Aging Watermain Upgrades **CAP287** 2. Undersized Watermain Upgrades **CAP287** 3. Misc Sidewalk Upgrading **CAP153** 4. Misc Storm Projects **CAP180** 5. Road Rehabilitation • Complete designs and tender documents • Tender period End • Award contract • Commence construction • Complete construction	 • ~~2013 04 08~~ **COMPLETE** • ~~2013 04 23~~ **COMPLETE** • ~~2013 04 29~~ **COMPLETE** • ~~2013 05 06~~ **COMPLETE** • ~~2013 09 30~~ **COMPLETE**	 • DS • DS • CE • Contractor • Contractor	• $471,000 ($341,579) 72% • $620,000 ($344,055) 55% • $185,000 ($141,830) 77% • $435,000 ($275,699) 63% • $135,000 ($193) 0
Traffic Calming CAP298	• Develop Work Plan • Implement	• ~~2013 06~~ • 2013 11 15	• DS • DS	• $35,000 ($2,043) 5%
Bike Network Implementation CAP158	• Report to Council on 2013 project • Complete designs and tender documents • Commence construction • Complete construction	• ~~2013 04~~ **COMPLETE** • • ~~2013 05~~ **COMPLETE** • • 2013 10 • 2013 11 •	• CE • DS • PW • PW	• $30,000 ($3,492) 12%
Storm Water Mgmt - LWMP	• Complete the Report • Present to Council	• 2013 06 • 2013 08	• CE • CE	• $50,000 ($27,978 56%
Golf Course Pond rehabilitation works CAP179	• Complete permit process – • Construct wall improvements • Construct Outfall to Channel	• ~~2012 Q3~~ **COMPLETE** • ~~2013 03~~ **COMPLETE** • ~~2013 08 30~~ **COMPLETE**	• CE • Contractor	• $229,000 ($173,660) 75%

2014 Pre-design	• Commence pre-design work to assist in 2014 budget preparation and to meet 2014 construction season.	• 2013 Q3	• CE	• NA (NA) 0%
2014 Budget preparation	• Compile information and create budget proposal for 2014 • Complete and submit Budget	• ~~2013 08 30~~ **COMPLETE** • 2013 10	• DS	• NA (NA) 0%
Permit processing for earthworks, Schedule F, utility services	• As and when required	• Continuous	• CE	• NA (NA) 0%
Engineering Development review	• As and when required	• Continuous	• CE	• NA (NA) 0%

ADVANCED WASTE WATER TREATMENT PLANT				
Plant maintenance and equipment refurbishment by AWWTP staff				
• **HVAC upgrades**	• RFQ, award & install	• 2013 Q2 **COMPLETE**	• Contractor	• $25,000 ($20,000) 80%
• **Roof Assessment**	• RFQ, award & review report	• 2013 Q2 **COMPLETE**	• Contractor	• $10,000 ($5,000) 50%
• **Security upgrades**	• RFQ, award & install	• 2013 Q3 **COMPLETE**	• Contractor	• $10,000 ($11,000) 110%
• **Gearbox replacement's**	• RFQ, award & install	• 2013 Q4 75%	• Contractor	• $12,500 ($7,500) 60%
• **On-line ammonia probe**	• RFQ, award & install	• 2013 Q3 **COMPLETE**	• WWTPS	• $12,000 ($10,000) 85%
• **Lightning Arrestor**	• RFQ, award & install	• 2013 Q4 20%	• WWTPS	• $10,000 ($0,000) 0%
• **Spare gearbox Sec Clarifier**	• RFQ & award	• 2013 Q3 **COMPLETE**	• WWTPS	• $35,000 ($36,000) 103%
• **Replace FSR Radios**	• RFQ & award	• 2013 Q2 **COMPLETE**	• WWTPS	• $8,000 ($7,500) 94%
• **Software to replace excel**	• RFQ & award	• 2013 Q4 25%	• WWTPS	• $7,000 ($0) 0%

RAS Piping Replacement	• Design • Tender / Quote • Construction	• ~~2013 Q1~~ **COMPLETE** • ~~2013 Q1~~ **COMPLETE** • 2013 Q2 **COMPLETE**	• AECOM • WWTPS • Contractor	• $118,000 ($115,000) (97%)
Screw Pump Replacement	• Design • Tender / Quote • Construction	• 2013 Q1-Q2 **COMPLETE** • 2013 Q2 **COMPLETE** • 2014 Q1	• AECOM • WWTPS • Contractor	• $235,000 ($28,000) 20% • Screw pumps due to arrive in early 2014
Fermenter Upgrades	• Design • Tender / Quote • Construction	• 2013 Q1-Q2 • 2013 Q2 • 2013 Q3	• AECOM • WWTPS • Contractor	• $120,000 ($20,000) • 10% REVISED STRATEGY IS TO MOVE UP CAPITAL TO 2014 TO REPLACE, RFP FOR PRE-DESIGN IN PROGESS
WATER TREATMENT PLANT				
Watershed Protection Study	• Complete Draft Report • Review of Draft Report by staff, technical committee and Interior Health • Complete Report • Present Report to Council	• ~~2013 Q1~~ **COMPLETE** • ~~2013 Q2~~ **COMPLETE** • 2013 Q3 90% • 2013 Q4	• Consultant • WTPS • Consultant • WTPS	• $50,000 ($25,000) 50%
Plant Optimization: • **Sendero changes** • **PLC / SCADA programming** • **Rebuild Ridgedale pump #2** • **Rebuild Ridgedale pump #2 motor** • **Rebuild Lake Pump #5** • **Install chlorine**	•	• ~~2013 Q1~~ **COMPLETE** • 2013 Q1-4 **ONGOING** • ~~2013 Q2~~ **COMPLETE** • ~~2013 Q2~~ **COMPLETE** • 2013 Q4	• WTPS • Contractor • Contractor • Contractor • Contractor	• $117,000 ($48,470) 41%

analysers at reservoirs (reservoir mixing study)		• ~~2013 Q2~~ **COMPLETE**	• WTPS	
Plant maintenance and equipment refurbishment by WTP staff: • **PLC equipment replacement** • **Filter valve replacement** • **Mixer replacement sludge holding tank**	• Design • Tender / Quote • Construction • One valve replaced, considering others • Construction • Design • Tender • Install	• 2013 Q2 • 2013 Q2 • 2013 Q4 • ~~2013 Q2~~ **COMPLETE** • 2013 Q4 • 2013 Q2 • 2013 Q3 • 2013 Q3	• WTPS • WTPS • WT Crew • WTPS • WTPS	• $130,000 ($0) 10% VALVE REPLACED FROM INVENORY

2013
DEPARTMENTAL WORKPLAN
FACILITIES

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
	FACILITIES			
Community Centre	• Washroom upgrades	• 2013 09 30 Start date	• FACS	• $20,000 0%
	• Cleland Theatre Seal coat ramp.	• 2013 05 31 Start date	• FACS	• $7,500 100%
	• Susp. ceiling-upper fitness level...(PROV)	• 2013 09 30 Start date	• FACS	• $16,000 0%
	• Theatre lighting improvements... (PROV)	• 2013 05 30 Start date	• FACS	• $2,500 0%
	• Floor Cleaning Machine...RFP to go out.	• 2013 04 31 Start date	• FACS	• $12,000 50%
	• Pool deck security gates	• 2013 09 31 Start date	• FACS	• $10,000CF 0%
	• Partition walls rooms 2 & 3	• 2013 09 30 Start date	• FACS	• $18,000CF 0%
City Hall	• Carpet/resilient flooring replacement.	• 2013 09 15 Start date	• FACS	• $40,000 0%
	• Main floor lobby & remainder of 2nd floor	• 2013 09 15 Start date	• FACS	• $25,000CF 0%
	• Main floor lobby & remainder of 2nd floor	• 2013 09 15 Start date	• FACS	• $200,000 25%
	• Building envelope upgrades/windows/doors	• 2013 10 31 Start date	• FACS	• $100,000 0%
	• Space Planning	• 2013 03 01 Start date	• FACS	• 90%
	• Steering committee review	• 2013 04 02 Start date	• FACS	• 90%
Climate Action Plan	• City Wide Energy Retrofits	• 2013 02 28	• FACS	• $300,000
	• Lunchroom window & envelope upgrades			
	• Library light/DDC Controls	2013 06 28	FACS	$135,000 100%
McLaren Arena	• Painting	• 2013 04 30 Start date	• FACS	• $5,000 100%
	• Door replacement-(PROV)	• 2013 04 02 Start date	• FACS	• $6,000 100%
	• Skate Flooring..(Recycled tire grant).	• 2013 04 02 Start date	• FACS	• $25,000 100%
		•	•	
City Yards Buildings	• Roof Replacement Bay's 1-11	• 2013 04 15 Start date	• FACS	• $50,000 100%
	• Lunchroom window & envelope upgrades	• 2013 05 01 Start dates	• FACS	• $13,000 0%
	• Air handling truck exhaust	• 2013 05 01 Start dates	• FACS	• $15,000 90%
	• Upgrade heating Bay's 7&8	• 2013 05 01 Start dates	• FACS	• $2,000 0%

	• Upgrade exterior lighting • Warehouse seismic upgrades	• 2013 05 01 Start dates • 2013 05 01 Start dates	• FACS • FACS	• $2,500 100% • $5,000 100%
Fire Hall # 2	• Emergency Measures Building	• 2013 03 28 Start date	• FACS	• $6,500 100%

R.C.M.P. Building	• Cell Block Improvements	• 2013 05 31 Start date	• FACS	• $9,000 90%
Other Facilities	• Mobile Washroom stair upgrades • PYTC Roof Repairs • Wine Ctr Clock Replacement • Lackawana Concession Upgrades • Skaha Main Concession...Exh. Fan • Skaha East Concession • Skaha Boat Launch • Cemetery Roof Replacement..(Interior roof) • SS Sicamous Tug Painting ($31,000CF) • SS Sicamous RestorationShed ($19,000CF) • SS Sicamous Reserve Wheel Housing • Curling Club Ammonia Monitors for Ice plant	• 2013 02 27 Start date • 2013 04 08 Start date • 2013 08 31 Start date • 2013 02 28 Start date • 2013 04 15 Start date • 2013 03 25 Start date • 2013 04 30 Start date • 2013 04 15 Start date • 2013 07 01 Start date • 2013 07 01 Start date • 2013 01 01 Start date • 2013 06 30 Start date	• FACS • FACS • FACS • FACS • FACS • FACS • FACS • FACS • FACS • FACS • FACS • FACS	• $8,500 100% • $4,500 100% • $15,000 0% • $7,500 100% • $6,000 100% • $5,000 100% • $4,000 100% • $7,500 100% • $31,000cf 100% • $19,000CF10% • $125,000100% • $5.500 0%
S.O.E.C.	• Construction & Associated Costs • Stretching Room – CR to LR • Tractor • OHS Dehumidification.....(CF $ 50,000) • Camera Platform replacement • Security System • Pressure relief valves • Acrylic Glass	• 2013 12 31 • 2013 12 31 Start date • 2013 02 28 Start date • 2013 12 31 Start date • 2013 12 31 Start date • 2013 12 31 Start date • 2013 12 31 Start date • 2013 12 31 Start date	• GSS • GSS • GSS • GSS • GSS • GSS • GSS • GSS	• $60,000CF • $45,000 25% • $20,672 100% • $85,000 10% • $35,000 25% • $5,000 00% • $4,650 100% • $14,988 100%
Memorial Arena	• Roof Assessment • Pressure relief valves..(Safety auth.)	• 2013 05 31 Start date • 2013 05 31 Start date	• FACS • GSS	• $18,650 100% • $4,650 100%

P.T.C.C.	• Roof Replacement • RTU Replacement (PROV)	• 2013 03 27 Start date • 2013 12 31 Start date	• GSS • GSS	• $115,130 100% • $60,000 0%
Master Plan	• Develop Project Plan...(RFP) • Completion	• 2013 05 01 Start date • 2013 05 01 Start date • 2013 12 31 Start date	• FACS • FACS • FACS	• $120,000 75% • CF to 2013
Library/Museum	• Roof Repairs (Nelleon's Roofing) • Signage • Washroom Renovations*...(CF $ 17,800) • Carpeting/Painting	• 2013 04 02 Start date • 2013 06 03 Start date • 2013 06 03 Start date • 2013 06 03 Start date	• FACS • FACS • FACS • FACS	• $60,000 100% • $8,000 10% • $52,800 0% • $35,000 100%

2013
DEPARTMENTAL WORKPLAN
Human Resources
(July 1 – September 30, 2013)

DEPARTMENTAL ACTIVITIES	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Reinvent the Performance Review process	• Review current system • Research other systems • Set targets • Solicit feedback from staff • Implement • Monitor	• Q3	Gillian Joanna Glenn	• In progress
Create & Implement an Employee Engagement Program	• Recognition & Reward System • Training Plan • Succession Plan (Foreman)	• Q1	Gillian Joanna	• Complete
Compensation Program	• Create and implement	• Q2	Gillian	• Complete • Moved to Budget process
IAFF Bargaining	• Research • Commence bargaining • Ratify collective agreement	• Unknown	Gillian	• No dates set
IBEW Bargaining	• Research • Commence bargaining • Ratify collective agreement	• Unknown	Gillian	• No dates set
CUPE Bargaining	• Research • Commence bargaining • Ratify collective agreement	• Unknown	Gillian	• Potential dates in November
Enhance HR systems, processes, procedures, and policies using the principles of continuous quality improvement and excellent customer service	• Assist with implementation of payroll and HR system • Comprehensive review of procedures • Review of policies and procedures surrounding payroll	• Q2 • Q2 • Q3	Gillian Joanna	• Complete • Complete • On going

Achieve the Health and Safety Certificate of Recognition as deemed by WorkSafe BC	• Application to COR program • Complete GAP analysis • Review of all H&S programs and procedures • Conduct audit by external auditor	• Q4	Glenn	• Complete • Complete • In progress • No auditors currently available.
Long Service Awards	• Review previous awards • Develop listing • Send out invitations • RSVPs • Book venue	• Q3	Joanna Gillian	• Complete
Job Descriptions and Analysis	• Review job descriptions with supervisor • Review with union • Implement changes	• Q4	Joanna	• In progress
Organizational Policy	• Review current policy • Conduct a gap analysis • Research similar policy • Work with Clerks Department to ensure proper records • Create/update policies as required • Consult with Senior leadership group • Implement policies	• Q4	Gillian Joanna Glenn	•
Recruitment & Selection	• Create job postings • Advertise • Collect applications • Review applications • Short list • Telephone interview • In-person interview • Provide offer letter • On-board employee	• On going	Joanna Gillian	• Q3 had 18 postings, which 8 were filled, 4 remain open and 5 were not filled
Training & Development	• Update EOC training • Develop and implement Foreman training program • Develop and implement coaching training • Develop policy training	• Q2 • Q3 • Q2 • Q4	Glenn Joanna Joanna Joanna/Gillian	• Complete • Complete • Complete • In progress

Develop common AED location and implementation	• Select locations • Deployment of AEDs • Ensure in communication with Heart & Stroke Foundation • Communicate with donors • Ensure proper casing & security of units • Add to quality assurance program • Ensure proper training	• Q3	Glenn	• Complete

2013
DEPARTMENTAL WORKPLAN
INFORMATION TECHNOLOGY

Updated 15/10/2003

DEPARTMENTAL WORKPLAN	ACTION	TIMELINE (Year/Min/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
		GENERAL		
Support customers in use of technology	Provide reliable and responsive to internal and external customers.	• Ongoing	• All	• N/A
Ensure cost effectiveness and efficiencies are achieved through minimum spending	Review cellular and office phone usage monthly; ensure technology spending has a measurable return; obtain competitive quotes for all purchases as per City purchasing policy.	• Ongoing	• All	• N/A
Research and implement digital signage	Standardize messaging across all digital City displays; expand to include Visitor's Centre and Library complex; explore linkage with SOEC.	• Q3 2013	• DP, NB	• $10,000 Postponed due to renovation
Deploy tablet devices to field workers to increase efficiencies	Provide field workers with live mapping information in the field; deploy 10 tablets to field workers and work with them to determine mapping requirements that will create the greatest efficiencies; equip new fire truck with tablet and wifi hotspot.	• Q3 2013	• DP, NB	• $6,000 Tablets deployed in pilots with Purchasing, Collections & soon Elec Srv
Work with HR to develop technical skills training program	Work with HR to provide training on core business software applications and technologies to employees; providing in house training where appropriate; implement a brown-bag lunch training program for employees to further their knowledge.	• Q3 2013	• DP	• N/A Not started
Evaluate and replace photocopier fleet	Evaluate photocopier and printer fleet to ensure right-sizing; go to RFP for photocopier fleet replacement.	• Q3/Q4 2013	• DP, CI	• $60,000 RFP to be drafted end of October
Work with Clerks Dept to implement time indexing on Council videos	Implementation of time indexing will allow viewers to quickly navigate a Council video by jumping to their area of interest	• Q2 2013	• KW, PJ	• 100% • Task best kept with IT

HARDWARE / NETWORK INFRASTRUCTURE				
Implement new virtualized environment	Replace 15 physical servers with 3 physical servers and 18 virtual servers with minimal disruption to users; implement expanded storage.	• Q2/Q3 2013	• KF,KW,HC	• $200,000 95% virtual environment setup. 5% of server migration started
Virtualize phone system hardware	Current hardware is over 5 years old and not supported by manufacturer; 3 servers to be upgraded and replaced in a seamless manner.	• Q4 2013	• HC	• $10,000
Implement disaster recovery site	Implement off-site server and storage; develop RPO and RTO in disaster recovery plan.	• Q3/Q4 2013	• KF	• $50,000 50% Backup SAN moved to HUB Bldg.
Update access control and web firewall	Current versions are over 2 years old; new version will allow us to differentiate between personal devices and corporate devices.	• Q3 2013	• HC	• $17,000 In progress
Replace aging network infrastructure	Replace 10 gateways and 5 switches; have exceeded life expectancy and must be proactively replaced to avoid failure and downtime.	• Q2 2013	• HC	• $56,000 65% Planning complete
Implement backup phone system at Community Centre	Currently a communication failure would result in a phone outage, and no ability to call 9-1-1. Installing a single outside line will allow for backup phone service in outage or power failure.	• Q2 2013	• HC	• $500 Not Started
Undertake desktop/laptop replacement program	Ongoing upgrade program; desktops are replaced every 5 years and laptops every 4 years. 50 desktops and 20 laptops identified for 2013.	• Q2/Q3 2013	• NB, PJ	• $75,000 80% Complete
Undertake monitor replacement program	Most monitors are over 5 years old; quality of display and technology is falling; larger monitors result in greater productivity as well as reduced eyestrain.	• Q2/Q3 2013	• NB, PJ	• $15,000 40% Complete
Replace UPS in data centre	Current equipment is over 10 years old and is no longer supported; batteries and parts are unavailable; equipment ordered and on-site, work with Facilities for installation	• Q2 2013	• HC, Facilities	• 100% Complete
Provide IT services to WWTP / WTP	Historically IT services not provided to WWTP/WTP; resulted in aging equipment and lack of high level secure IT services; link to City network and Internet	• Q3/Q4 2013	• HC, KF	WWTP complete WTP by end of Oct
Expand wireless network to SOEC and Community	Establish access to the corporate network wirelessly throughout SOEC and Community Centre; provide public wireless that is reliable;	• Q2/Q3 2013	• HC	• 50% Complete AP's installed at Pool. Free WiFi

Centre	ensure security of corporate wireless network.			(beta) pilot to begin soon. Access policy being developed.
	SOFTWARE MANAGEMENT			
Work with Accounting to replace financial software	Assist with implementation and deployment as required; provide custom reporting services; extract data for conversion; ensure compliancy and compatibility with external systems	• Ongoing	• DP, BS	• N/A
Implement CitySourced smartphone app	A simple and intuitive platform empowering residents to identify civic issues and report them for quick resolution; runs on smartphones	• Q3 2013	• DP, SW	• $3,000 SW to investigate Tempest Calls for Service first
Implement Recollect interactive waste calendar	User friendly mobile app and web platform to remind residents of garbage day, inform them of upcoming events; improves ease of use and simplifies waste collection schedules	• Q3 2013	• DP	RDOS to implement for all members
Replace current Intranet software	Replace current Intranet software with Jostle to drive engagement and use of Intranet	• Q3 2013	• DP, BS	• $15,000 CF to 2014
Implement business licenses module in Tempest	Business licenses were moved from CityView software to Tempest software in 2012; maximize use, tracking, and reporting capabilities.	• Q3 2013	• SW	• $15,000 100% implemented
Work with Collections to implement online payment	Paymentus is a third party credit card processing provider; will be used to enable payment for dog licenses, business licenses, parking tickets.	• Q2/Q3 2013	• SW	• $10,000 75% Complete Tempest testing
Work with Utilities to implement Infinity Mobile	Provide field workers with live utility account information in the field; allows for updates regarding disconnections, meter problems, etc	• Q3/Q4 2013	• SW	• $30,000 75% testing in development
Enable Recreation to sell gift cards	Implement gift card module in CLASS Recreation software	• Q2/Q3 2013	• BS	• $5,300 Not started
Implement Calls for Service tracking	Deploy Tempest Calls for Service module to allow for tracking and reporting of customer requests organization wide	• Q3/Q4 2013	• SW	To start Nov
Update software for PST	Implement required patches and upgrades to allow for conversion to GST/PST on April 1	• Q2 2013	• BS, SW	• $7,000 100% Complete
Work with Clerks on document management	Investigate options for document management by talking to other municipalities; go to RFP and select and recommend a strategy going forward	• Q2/Q3 2013	• KW, BS	• $50,000 To be included with photocopier RFP. Some Doc Mgmt demos have occurred.
Launch	Deploy CityView development services portal to	• Q2 2013	• SW	100%

Development Services web portal	allow for online inspection scheduling as well as building and planning permit application status inquiry			
		GIS / MAPPING		
Update aerial photography for online and in-house mapping	Contract out a flyover of the City to update our aerial photography; done every 5 years; partner with the RDOS to achieve maximum cost savings.	• Q2 2013	• DP, ER	• $30,000 100% Complete Waiting for reimbursement from RDOS
Replace current web mapping application	Current web map is accessible only on a PC using Internet Explorer and runs on outdated technology. Replace with ESRI GIS, and a web mapping application accessible by multiple devices and browsers.	• Q2 2013	• DP, ER	• $20,000 Issues with new parcel viewer. Working with developer.
Develop base map for CityView	Develop base map and layers for use by Development Services in CityView; will enhance search and reporting abilities.	• Q2 2013	• ER, SW	• N/A 95% Complete Base map/layers developed, waiting for review
Develop iPad mapping applications for internal use	Utilize ESRI software to deploy maps onto tablet devices, giving outside workers timely access to current and relevant information.	• Q3/Q4 2013	• ER	GIS Plan development required. Data & processes need to change before this can occur.
Cultivate relationships with local governments to share data	Explore data sharing opportunities with RDOS and PIB, as well as neighbouring communities; join the ESRI Community Maps program; provide current and reliable data to government entities through ICIS	• Q3/Q4 2013	• ER	• $25,000
Purchase satellite imagery	Identify required satellite imagery (i.e. watershed aerial photography) and acquire as required	• Q2/Q3 2013	• ER, DP	• $8,000 Not started
Develop plan for future use and expansion of GIS	Current data is not truly digital and error-prone; establish base set of accurate and reliable data; meet with departments to determine needs; prioritize in conjunction with senior management to develop plan for future use and expansion of GIS data throughout the organization; provide ESRI ArcGIS software to relevant users	• Ongoing	• DP, ER	• $65,000 Eric & Dave meeting with various individuals to determines GIS needs and usage. Plan for GIS by end of Q4.

Updated 15/10/2003 by D. Polvere

2013
DEPARTMENTAL WORKPLAN
MUSEUM
Q3 Report

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
		RECREATION		
Operations	• Complete 5 Year Master Plan initiated in '07 • Initiate new 5 Year Strategic Plan to start '14 • Submit renovation designs for Museum/Library lobby and public areas • Submit designs for new signage (outdoor & indoor) • Develop business case for new Gift Shop	• 2013/12/20 • 2014 • 2013/11/06 • 2013/11/06 • 2014	• PO & MusS • PO, CL • PO & FacS • PO & FacS • PO & FoPM	• $3,500 85% • $2,500 5% • $500 50% • $400 30% • $300 0%
Exhibits	• Install exhibit *You Are Here – An exploration of lives, memories and archives* in Atkinson Gallery. • Install exhibit *Tales from the Bumper* in Atkinson Gallery • Install 1812 exhibit from Osoyoos Museum in Atkinson Gallery • Update and renovate SS Sicamous exhibits on Deck A, B & C • Install 70's-80's exhibit in Permanent Gallery	• 2013/01/30 • 2013/08/05 • 2014 • 2013/12/20 • 2014	• MusS • MusS • MusS • MusS, SicS & TS • MusS	• $5,000 100% • $6,500 100% • $800 0% • $15,000 95% • $1,000 0%
Collections	• Renovate storage rooms & install storage equipment for artifacts. • Re-assignment of artifacts into new storage locations • Inventory of entire PMA artifact collection • Inventory of SS Sicamous artifact collection • Inventory of city artifact collection (City Hall) • Digitise collection onto database	• 2013/12/20 • 2013/12/20 • 2013/12/20 • 2013/12/20 • 2014 • 2014/03/30	• MusS • MusS • MusS & SicS • MusS • MusS & SicS	• $25,000 95% • $10,000 85% • $5,600 90% • $3,000 90% • $1,500 0% • $4,500 10%

Programs	• Development & delivery of Local Lore project (in tandem with You Are Here). • Delivery of up to 25 school programs under Curator Kids • Delivery of up to 30 family programs • Delivery of 10 adult programs • Delivery of up to 30 Brown Bag lectures • Delivery of up to 10 weekly Facebook projects. • Plan, schedule and fundraise for Steamfest 2014-15	• 2013/01/30 – 2015/01/30 • 2013/01/06 – 2013/12/20 • 2013/01/06 – 2013/12/20 • 2013/01/06 – 2013/12/20 • 2013/01/06 – 2013/12/20 • 2013/01/06 – 2013/12/20 • 2013/01/06 – 2013/12/20	• MusS • MusS • MusS • MusS • MusS • MusS • MusS, SicS	• $2,500 100% • $2,500 80% • $2,500 75% • $2,500 80% • $400 75% • $300 75% • $1,000 40%
Archives	• Review revenue model for service fees • Upgrade archival storage systems • Digitise & OCP Pen Herald microfilm • Digitise photograph collection & enter into database. • Digitise large format docs, maps, plans • Complete sorting & description of Kenyon and Tune-agers files • Input Local Lore data into Historypin and Ancestry.ca	• 2013/09/01 – 2013/10/30 • 2014 • 2013/04/30 • 2013/01/06 – ongoing • 2014 • 2014 • 2012/01/30 - ongoing	• MusS • MusS • MusS • MusS • MusS • MusS • MusS	• $500 0% • $1,200 20% • $4,500 95% • $5,000 85% • $1,000 30% • $1,200 80% • $2,400 40%

2013
DEPARTMENTAL WORKPLAN
PUBLIC WORKS
Updated 2013 10 01

DEPARTMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
GENERAL REVENUE – ROADS				
Adopt a Road Program Note: The program is in draft form and the current plan is to shelf the project for the time being. Concerns of cost benefit of the program due to administrative costs and potential liabilities.	• Develop Program • Council Endorsement • Public Notification / Promotion	• ~~2013 02~~ **Complete** • 2013 03 04 • 2013 03 29	• PWT / PWM • PWM • PWT	• Project has been terminated.
Snow and Ice Control Policy	• Revise & Council Endorsement	• 2013 10 07	• WS	• N/A
Transit Advertising & Maintenance Contract	• Award & Administer	• ~~2013 03~~ **Complete**	• PWT	• 100 % Complete
Sidewalk Upgrades – Industrial Ave	To be determined – **By Engineering**	• ~~2013 11 30~~ **Complete**	• WS	• $185,000 ($160,000) 100%
Bike Route Intersection Painting	• Tender Close • Installation	• ~~2013 03 26~~ **Complete** • ~~2013 05 31~~ **Complete**	• PWT • PWT	• $55,000 ($50,000) 100%
Penticton Creek Restoration 935 Forestbrook erosion control	• Approval/Work Plan • Stream Work	• **Complete** • **Complete**	• WS • WS	• $20,000 ($7,700) 100 %
				•
GENERAL REVENUE – PARKS				
Skaha Playground – Upgrade **SOCC has requested that the grand opening be deferred until Spring**	• Letter to South Okanagan Children's Charity – Budget Approval • Plan and Concept approval • Commitment from Charity • Design • Tender / RFP – Equipment • Notification – Paper and Council	• ~~2013 01~~ **Complete** • ~~2013 03~~ **Complete** • ~~2013 01~~ **Complete** • ~~2013 01~~ **Complete** • 2013 07 • ~~2013 07~~ **Complete**	• PS • PT • PT • PT • PT	• $85,000 ($14,0000) 50%

	• Construction • Grand Opening Ceremony	• 2013 ~~10~~ 11 • 2013 10	• P Crew • PS	
Lakawanna Tennis Courts	• Quotes & Award • Complete work	• ~~2013 02 01~~ **Complete** • ~~2013 06 28~~ **Complete**	• PT • PT	• $25,000 ($25,181) 101%
Marina Way Look Out Park **Lights have been added to the project which have increased the budget accordingly. Progress is delayed until the vintage rail car can be located on site.**	• Design • Public / Council Consultation • Construction • Grand Opening Ceremony	• ~~2013 05 31~~ **Complete** • ~~2013 08 31~~ **Complete** • 2013 10 31 • 2013 10 31	• PT & PS • PT & PS • PT & PS • PS & PS	• $90,000 ($0) 5%
Beach Safety Audit	• Final Draft of Audit • Set Priorities – Council Endorsement • Advise MOT and First Nations • Commence Works	• ~~2013 02~~ **Complete** • ~~2013 04~~ **Complete** • ~~2013 04~~ **Complete** • ~~2013 04~~ **Complete**	• PS & PWM • PS & PWM • PS & PWM • PS & PWM	• $27,000 ($26,143) 100%
Skaha Park Green Gym – Grant Dependant	• Grant Award • Design • Public Consultation • RFP for Equipment • Construction • Opening Ceremony	• ~~2013 05 15~~ **Complete** • ~~2013 06 05~~ **Complete** • ~~2013 07 05~~ **Complete** • ~~2013 07 31~~ **Complete** • 2013 10 31 • 2013 11 15	• Rec Sup • RS & PS • RS & PS • RS & PS • P Crew • PT & PS	• $45,000 ($0) 0%
Rose Garden Upgrades – Donation Dependant	• Solicit and Consolidate Donations • Design • Site Clean Up – PIB Consultation • Public Consultation • RFP or Quote – Gazebo • Construction • Opening Ceremony	• 2013 08 30 • 2013 08 30 • ~~2013 08 30~~ **Complete** • 2013 08 30 • 2013 10 31 • 2013 10 31 • 2013 11 15	• PS • PS & PT • PT P Crew • PS & PT • PT • P Crew • PS & PT	• $37,000 ($0) 0%
Irrigation Upgrades – McLaren	• Construction	• 2013 ~~09 30~~ 10 31	• P Crew	• $32,500 ($28,000) 90%
Penticton Parks Master Plan	• Preparation of Draft Master Plan Document • Workshop with Council on the Draft Parks Master Plan • Revisions to the Draft Parks Master Plan based on Council feedback	• ~~2013 09~~ 2014 - • ~~2013 09~~ • ~~2013 10~~	• DO • DO • DO	• This project has been deferred to the 2014 budget process.

	• Draft Parks Master Plan to Open Council meeting • Public meetings on the Draft Parks Master Plan • Refinement of the Parks Master Plan based on feedback received • Presentation and direction from City Council • Budget preparation • Implementation	• ~~2013 10~~ • ~~2013 11~~ • ~~2013 11~~ • ~~2013 12~~ • ~~2013 10~~ • ~~2014 Plus~~	• DO • DO • DO • DO • PS • PS	
CEMETERY				
Cemetery Master Plan	• Create RFP • RFP Evaluation • Council Approval – If Required • Issue PO • Review Draft Report • Introduction to Council / Public Process • Final Report to Council	• ~~2013 01~~ **Complete** • ~~2013 01~~ **Complete** • **N/A** • ~~2013 01~~ **Complete** • 2013 07 **Complete** • 2013 08 **Complete** • 2013 08 **Complete**	• PWM / PS • PWM / PS • PWM / PS • PWM / PS • PWM / PS • PWM / PS • PWM / PS	• $80,000 ($72,190) 95%
WATER UTILITY				
Rural Meter Pits	• Notification • Construction	• Prior to work • 2013 03 to 10	• WS • PW Crew	• $45,000 ($42,969) 95% Complete
Irrigation Upgrading	• Planning of Projects • Notification as required • Construction	• ~~2013 03~~ **Complete** • As required • 2013 03 to 10	• WS • WS • PW Crew	• $55,000 ($39,342) 72% Complete
Fire Hydrant Spacing Improvements	• Planning • Notification – As Required • Construction	• As required • 2013 03 to 11	• WS • WS • PW Crew	• $80,000 ($53,000) 70% Complete
Ellis 2 Dam – Consulting and Upgrades **Engineering report recommended no additional works to mitigate minor seepage. Upgrades to spillway deferred pending 2014** Dam Safety Review	• RFQ • Upgrade design if required	• 2013 04 30 Complete • ~~2013 09 30~~	• PWT • PW Crew	• $35,000 ($9,000) 100% Complete
SEWER UTILITY				

Compost Site – Upgrades and Consulting	• RFQ / RFP • First Draft • Final Draft • Notice to RDOS	• ~~2013 04 30~~ **Complete** • 2013 06 30 • 2013 07 12 • 2013 08 16	• PWT • Consultant • Consultant • PWM	• $20,000 ($14,000) 70%
		FLEET		
Purchase Fire Truck	• Create RFP / Purchase Used • RFP Evaluation • Council Approval • Issue PO • Take Possession	• **Complete** • **Complete** • **Complete** • **Complete** • 2013 05	• FMS • PM • PWM • PM • FMS	• $650,000 ($587,183) 100%
Purchase 2 – ½ Ton Trucks	• Tender Award • Take Possession	• **Complete** • 2013 04 30	• FMS • FMS	• $55,000 ($48,000) 100%
Purchase 1 – ¾ Ton Chassis c/w Refurbished Work Box	• Tender Award • Take Possession	• **Complete** • 2013 04 30	• FMS • FMS	• $42,000 ($28,000) 100%
Purchase 1 – 1 Ton Dump Truck	• Tender Award • Take Possession	• **Complete** • 2013 04 12	• FMS • FMS	• $55,000 ($43,000) • 100%
Purchase 1 – Rubber Tired Backhoe	• Tender Award • Take Possession	• **Complete** • **Complete**	• FMS • FMS	• $110,000 ($102,900) 100%
Purchase 1 – Electrical Line Truck	• Tender Award • Take Possession	• 2013 06 14 • 2013 12 31	• FMS • FMS	• $225,000 ($0) 0%
Purchase 1 - Tractor	• Tender Award • Take Possession	• **Complete** • **Complete**	• FMS • FMS	• $70,000 $57,000 100%
Purchase 1 – Mower	• Tender Award • Take Possession	• ~~2013 03 01~~ **Complete** • ~~2013 06 03~~ **Complete**	• FMS • FMS	• $110,000 ($97,400) • 100%

2013
DEPARTMENTAL WORKPLAN
PURCHASING DEPARTMENT
(July 1, 2013 to September 30, 2013)

DEPARTMENTAL ACTIVITIES	ACTION	TIMELINE (Year/Month/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Tenders, RFP, RFQ	Tenders, RFPs and RFQs prepared, posted and advertised • ~~32 – Q1~~ • ~~20 – Q2~~ • 13 – Q3	• On-going	PM	• On-going
Cost Savings	Cost savings by obtaining quotes • ~~$500,427.74 – Q1~~ • ~~$330,468.40 – Q2~~ • $76,285.89 – Q3	• On-going	PM SB	• On-going
Revenue	Dispose of surplus/obsolete equipment • ~~$2,683.78 – Q1~~ • ~~$45,862.00 – Q2~~ • $10,851.68 – Q3	• On-going	PM SB	• On-going
	Revenue from SPCA Dog Tag Sales • ~~$2,294.00 – Q1~~ • ~~$873.00 – Q2~~ • $513.00 – Q3	• On-going	PM	• On-going
Purchasing Cards	• ~~$126,064.74 – Q1~~ • ~~$157,874.39 – Q2~~ • $166,816.85 – Q3	• On-going	PM	• On-going
Notices	~~Q1~~ • ~~sent notices and wrapped up meter upgrade program.~~ ~~Q2~~	• On-going	PWS ES EUS	• On-going

	~~• 500 notices sent out for power outage in downtown core.~~ ~~• Prepared 200 personal first aid kits for placement in equipment.~~ Q3 • Several notices sent to residents and business regarding Lakeshore Drive project. • Attended Farmer's Market, Cherry Lane Mall to educate public regarding Energy Retrofit Loan Program.			
Purchasing Policy	Amend Purchasing Policy to reflect needs of the corporation - include purchasing used equipment and green purchasing component – will be reviewed and amended as required to reflect purchasing process using Agresso software	• 2013-Q2	PM Select committee	• 80%
Agresso Software Conversion	~~Q1~~ ~~• Purchasing Secretary attended 2 weeks of Agresso Training~~ ~~• Purchasing Manager and Storekeeper/Buyer attended 3 days of Agresso training~~ ~~• Reduced inventory by 140 items~~ ~~• Reduced Preventative Maintenance summary from 27,000 to 720 for Field Force conversion~~ ~~• Testing Agresso programs~~ Q2 ~~• Agresso live June 18, 2013~~	• 2013-Q2	PM SB PS	• 100%
Annual Inventory Count	Arrange and organize staff for annual inventory count in October 2013	• 2013-Q4	PM PS SB C	• 20%
Purchases	Daily orders of inventory and project items	• On-going	PM SB PS	• On-going

2013
DEPARTMENTAL WORKPLAN
RECREATION
Q3 Report

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
RECREATION				
Strategic Planning	• RFP for Citizen Survey for Recreation • Implement Citizen Survey • Rec Dept Staff Strategic Planning Sessions • Update Rec Dept Strategic Plans	• 2013/03/15 • 2013/07/01 • 2013/09/01 - 2013/11/30 • 2013/12/31	• RECS • RECS • RECS • RECS	• 03/15 100% • 06/30 100% • 09/30 100% • 09/30 50%
Marketing Plan	• Spring/Summer 2013 Rec Guide implementation and promotion • Fall 2013/Winter 2014 Rec Guide implementation and promotion • Improve Cleland Theatre web pages for promoters and audience/customers • Improve organization and accessibility of information on City Recreation web pages	• 2013/02/27 • 2013/08/21 • 2013/06/01 • 2013/12/01	• RECS • RECS • RECS • RECSITS	• 02/27 100% • 09/30 50% • 06/30 100% • 09/30 20%
Active Membership Program	• Launch new program • Promote with focus on Spring/Summer and Fall/Winter Rec Guides and December/January fitness promotion • Analysis and evaluation	• 2013/02/04 • 2013/02/04 - 2013/12/31 • 2013/06/01	• RECS • RECS • RECS	• 02/04 100% • 09/30 75% • 06/30 100%
New Revenue Streams	• Food/Beverage Services for Community Centre • New Room Lease Opportunities for Community Centre • New Retail Opportunities Community Centre • Expanding Park, Beach and Street Vending Sites	• 2013/10/01 • 2013/12/31 ongoing • 2013/10/01 • 2013/05/17	• RECS • RECS • RECS • RECS	• 09/30 50% • 09/30 75% • 09/30 25% • 06/30 100%

Fees & Charges 3 Year Plan	• Competitive Analysis for Admissions, Programs & Rentals • Venues Expense Analysis • Fees & Charges Recommendations for 2014	• 2012/09/31 • 2012/09/31 • 2012/09/31	• RECS • RECS • RECS	• 09/30 90% • 09/30 50% • 09/30 25%
Business Management Systems	• Implementation of Agresso • Integration of Class (recreation software) with Agresso • Implementation of Questica (new budgeting software) • Development and implementation of new Recreation budget reports	• 2013/05/15 • 2014 • 2013/09/31 • 2013/12/31	• RECSFINS • RCITFINS • RECFINS • RECFINS	• 06/30 100% • 09/30 25% • 09/30 30% • 09/30 25%
Sport Tourism	• Implement 1st Annual Indoor Triathlon • Sports Event Congress • Partner with PeachFest and local business to host Youth Park events, demos and competitions during PeachFest	• 2013/02/10 • 2013/04/08-09 • 2013/08/11	• RECS • RECS • RECS	• 02/10 100% • 04/09 100% • 08/11 100%
Accessibility & Inclusion	• Implementation of new Accessibility program (discounts for persons with permanent disabilities) • Update LIFE program to extend to resident's on PIB lands • Secure funding and construct additional change facility for persons with disabilities	• 2013/04/01 • 2013/04/01 • 2013/12/31	• RECS • RECS • RECS	• 03/31 100% • 03/31 100% • 09/30 75%
Aquatics	• Aquatics staffing structure evaluation and recommendations • Development of new Pool Allocation Policy • Expansion of Aquafit programming • Investigate and implement admission control strategies	• 2013/08/31 • 2013/12/31 • 2013/07/01 • 2013/09/09	• RECS • RECS • RECS • RECS	• 09/30 80% • 09/30 30% • 09/30 75% • 09/30 90%
Fitness	• Investigate and implement admission control strategies for Fitness Room • Develop 5-10 year equipment replacement program for Fitness Room • Develop and implement optimization strategies (marketing, expansion options,	• 2013/09/09 • 2013/08/31 • 2013/12/31 (ongoing)	• RECS • RECS • RECS	• 09/30 75% • 09/30 50% • 09/30 75%

	programs, etc.) for Fitness Room • Develop and implement strategies to expand fitness and active living programs	• 2013/09/01	• RECS	• 09/30 80%
Older Adults	• Implementation of new seniors admission rate categories (senior 60-74yrs; super senior 75yrs+) • Develop and implement strategies to increase participation of older adults to recreation programs and services	• 2013/04/01 • 2013/12/31	• RECS • RECS	• 03/31 100% • 09/30 80%
Volunteer Program	• Volunteer Program evaluation and update of roles and responsibilities	• 2013/09/09	• RECS	• 09/30 40%
McLaren Arena	• Expansion of City skating programs to summer months	• 2013/08/23	• RECS	• 08/23 100%
Healthy Living Initiatives	• Active member of Okanagan Similkameen Healthy Living Coalition (OSHLC) • Liaise with Interior Health, community partners/stakeholders and new healthy community provincial initiatives; facilitate new partnership projects	• 2013/12/31 ongoing • 2013/12/31 ongoing	• RECS • RECS	• 09/30 75% • 09/30 75%

Penticton RCMP Detachment
Status Report
3rd Quarter, 2013

Commander: **Superintendent Kevin HEWCO**
(250) 492-4300

Human Resources

Employees

34	Police Officers (Municipally funded)
5	Police Officers (Provincially funded)
2	Police Officers (Federal and Provincial funding split - PIB First Nations Policing)
6	Reserve Police Officers (deployed regionally)
23	Municipal Employees – includes Regional Crime Analyst, Crime Stoppers Coordinator, Community Policing Coordinator, LAN Administrator and Victim Services.
2	Provincial Employees (Federal Public Servants)

Volunteers

10	Auxiliary Police
33	Citizens on Patrol and Speed Watch
13	Restorative Justice Facilitators
8	Victim Services
2	Community Policing

Regional Police Dog Services

1	Police Officer (Penticton - Municipally funded)
1	Police Officer (Provincially funded)

Regional Forensic Identification Services

1	Police Officer (Penticton – Municipally funded)
1	Police Officer (Provincially funded)

Regional Investigative Services (Plainclothes)

9	Police Officers (Penticton - Municipally funded)
1	Police Officer (Provincially funded) – based at Penticton Detachment
3	Police Officers (Provincially funded) – based at Oliver Detachment

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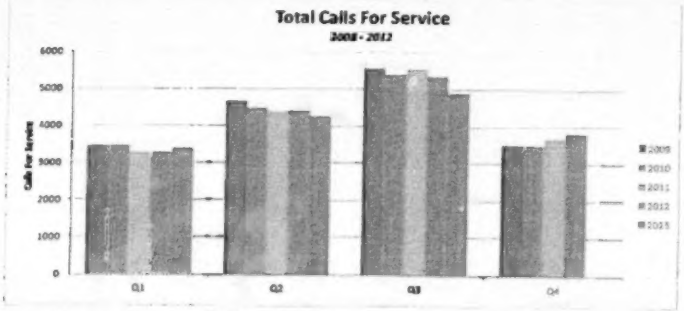
Operational Report



Overall Calls For Service

During the third quarter of 2013, Penticton RCMP responded to **4891** calls for service[i] compared with **5343** calls received during the third quarter of 2012. This corresponds to a decrease of **8%**.

Crime Trends[ii]

Penticton RCMP responded to **15%** fewer Criminal Code files during the third quarter of 2013 than during the same quarter last year. This is likely due in part to the significant number of known prolific offenders that remained in custody during that time period, together with a reduction in high-volume crime types such as cause disturbances and mischief.

The majority of the selected crime types either declined or remained stable this quarter compared with the same period last year. High volume violent crime (assaults) declined by **19%** and robberies by **50%** in the third quarter, while the number of sex offences remained low but stable.

The number of thefts from vehicles also demonstrated a notable decline, with **100** fewer reports of vehicle break-ins so far this year, translating to a **25%** decline from the same three quarters of 2012. Vehicle thefts and B&Es increased slightly but remain within the average range for the time of year.

High-volume property crime (thefts) remains higher than last year although the rate has declined since last quarter's spike which was driven in part by an increased number of bicycle thefts. While bicycle theft remains high, it has declined by **25%** from the second quarter, when a local male was arrested and charged with a series of such thefts and has remained in custody since that time. The number of shoplifting files is also higher this quarter, with an **18%** increase over last year's numbers.

Penticton	Selected Criminal Code Offenses				
	2012 Q3	2012 YTD	2013 Q3	2013 YTD	12-13 Change
ASSAULTS	106	**253**	86	**202**	▼
ROBBERIES	8	**15**	4	**15**	↔
With Weapon	3	**5**	3	**10**	▲
With Firearm	0	**1**	0	**1**	↔
Other	5	**9**	1	**4**	▼
SEXUAL OFFENCES	4	**9**	4	**12**	▲
HOMICIDES (incl. attempt)	0	**0**	0	**0**	↔
THEFT FROM VEHICLES	165	**404**	135	**304**	▼
VEHICLE THEFT	33	**95**	34	**83**	▼
BREAK AND ENTERS	70	**191**	74	**181**	▼
Business	35	**108**	36	**84**	▼
Residential	27	**61**	30	**76**	▲
Other	8	**22**	8	**21**	▼
OTHER THEFT	190	**448**	214	**574**	▲
CAUSE DISTURBANCE	277	**645**	221	**522**	▼
MISCHIEF	179	**473**	113	**351**	▼

Mischief/property damage files as well as cause disturbance complaints, both of which typically constitute a significant proportion of Penticton's overall Criminal Code violations, are down considerably this quarter, by **37%** and **20%**, respectively. This is likely another driving force behind this quarter's reduced Criminal Code offence numbers.

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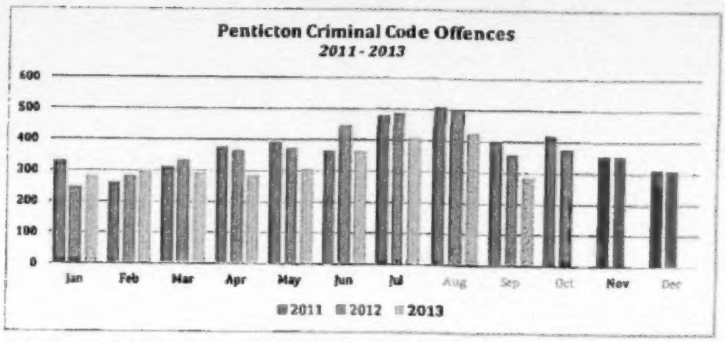
Arrests and Charges

Between July 1st and September 30th, 2013, charges were forwarded to Crown Counsel against offenders relating to **99** breaches of various court orders, **34** assaults and **48** thefts or possession of stolen property files, amongst other crime types. Notable arrests made during the second quarter included the following:



- On August 14th a complainant reported drug activity near the Lakeside Casino. Members later located the male suspect, a 51-year-old high-risk sex offender who is known to police. He was arrested and charged, and pled guilty on September 30th. He was sentenced to six months in jail.
- On August 18th a Dodge pickup was stolen from Okanagan Falls. The next day Penticton Drug Task Force members located the vehicle at Cherry Lane Mall in Penticton. A 33-year-old male was arrested at the scene and a search of the stolen vehicle revealed oxycontin, ketamine, a firearm and stolen property. The male was charged with drug possession, possession for the purpose of trafficking, possession of stolen property and firearms possession, and is currently in custody awaiting court.
- On August 24th a 35-year-old male was arrested for B&E and theft of a hot tub from W. Industrial Ave. Further investigation revealed that the male had been involved in a number of other thefts throughout the Okanagan and Kootenays. Several charges are currently pending against the male, who has since been transferred to Alberta on outstanding warrants.
- On August 24th a complainant reported that an unknown male had entered her residence and stolen a laptop. Members attended and located a 15-year-old male in the area matching the description of the suspect. The male had more stolen property on his person which was linked to other thefts in the area. He was charged with B&E and failure to comply and is currently in custody.
- On September 11th members of Penticton's Drug Task Force observed a known prolific offender in possession of a long-barreled weapon while getting onto a motorcycle. He attempted to evade arrest and was taken into custody after a struggle. He was found to be in possession of an assault rifle, handgun, ammunition and drugs, and the motorcycle was found to have been stolen. He pled guilty to several offences on October 10th and is currently in custody awaiting sentencing.
- On September 14th a complainant reported that an unknown vehicle was parked in her driveway. Police attended and located a vehicle which had been reported stolen the day before from Kelowna. A 26-year-old female who is known to police was arrested on the scene on outstanding warrants. She was charged with possession of stolen property and obstructing a police officer, and is currently in custody awaiting court.
- On September 28th police responded to a report of a B&E in progress at the Salvation Army. Members located a 22-year-old male who tried to flee from police but was arrested soon afterwards. The male, a known local prolific offender, was found to be out past his curfew and was arrested for breach. He is currently in custody awaiting court.

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Priority Areas

On April 3rd, 2013, the OIC of the Penticton RCMP and Penticton Mayor Dan Ashton signed an Acknowledgement of Consultation (see Appendix A, page 12) which defined the following list of priorities:

1. Contribute to Safer Youth
2. Substance Abuse – Drugs and Alcohol
3. Seasonal Policing
4. Traffic-Safety (motor vehicles, roads)

The initiatives relating to the above noted priorities are explained below.

Youth

Youth initiatives and member involvement with youth remain priorities for the Penticton Detachment, including the following:

- The release of the Mike and Vicki Project to support youth in making positive choices in regards to drugs and alcohol.
- The Community Safety Unit maintains regular contact with Youth Probation and connects with all youth on curfews and conditions on a regular basis.
- The detachment contact on the Threat and Risk Assessment Committee continues to work with SD 67.
- The Community Policing Coordinator will be providing input to the ongoing "Self Esteem Project", led by the United Way and Community Foundation in the area of addressing the need for emergency youth housing.
- The formation of a group to support High Risk Boys, grades 9 - 10
- The Community Policing Coordinator participated in the formation of a High Risk Youth working group with participants from agencies throughout the detachment area.
- DARE continues to be supported by the Penticton Detachment.

Drug Enforcement[iii]

During the third quarter of 2013 Penticton RCMP investigated **56** founded drug files, resulting in **27** charges (including possession, trafficking and production) under the Controlled Drug and Substances Act (CDSA). Of the **56** files investigated during the third quarter of 2013, **10** were related to illicit drug trafficking, including methamphetamine (**5**), cocaine (**1**), cannabis (**2**), heroin (**1**), and other illicit drugs (**1**). **10** total trafficking **charges** were forwarded to Crown Counsel during the third quarter of 2013.

Traffic Safety

Penticton Municipal Traffic Section

Distracted driving continues to be a priority for the Penticton Traffic Section, with covert unmarked enforcement being the most successful avenue for enforcement. The Section coordinated distracted driving enforcement efforts with the local media in an attempt to educate drivers of the hazards and costs, both socially and financially, of driving while

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distracted. The Section worked alongside planned construction projects in the City, utilizing covert tactics to educate through enforcement.

The Section re-focused to address the expanding summer tourist population and subsequent increases in traffic. By delivering a focused approach to high-volume traffic areas within the city, the Section's strategy of education and enforcement resulted in numerous Motor Vehicle Act and Liquor Act violation tickets. Targeted enforcement of high-volume areas known to be problematic such as the Channel River raft entry area was also undertaken. The team was pro-active in their approach utilizing police mountain bikes to not only approach traffic-related duties, but also to support the watch on duty through supporting high visibility in the downtown and beach areas. Marked high visibility police vehicles continued to be utilized for enforcement on high volume traffic areas in attempts to make drivers aware of posted speed limits. This focused enforcement continued throughout the August long weekend.

Throughout the noted reporting period, **625** written tickets were served for various offences including speeding, using electronic devices while driving and failure to wear seatbelts. **124** written warnings were also issued. **224** collisions were reported within the Penticton detachment area this quarter.

Impaired Driving[iv]

Between July and September Penticton RCMP handed out **24** 90-day Immediate Roadside Prohibitions (IRPs), along with **14** 3-day IRPs. A further **11** drivers were given 24-hour prohibitions for drug or alcohol use, while **4** drivers are being charged with impaired driving under the Criminal Code.

Speed Watch

Speed Watch had a poor quarter with respect to the deployment of the speed reader board. The program faced scheduling issues as well as volunteers being challenged by the extreme summer heat. There is a new volunteer coordinator for this program who has exhibited a keen interest and it is anticipated that the spring will see a renewed program. This quarter, volunteers worked **15** shifts for a total of **40** volunteer hours and observed **7906** vehicles resulting in **31** warning letters.

Other Initiatives

Community Engagement

Downtown Community Policing

The Downtown Community Policing Office coordinates all RCMP volunteer operations, including Citizens on Patrol, the Auxiliary Constable program and Penticton Speed Watch, all of which aid in enhancing police-to-community contact. Volunteer numbers have decreased as a result of the change in the accessibility of the Downtown office.

Regular weekly meetings are being held with the Executive Director for the Downtown Penticton Association, where the weekly crime report is presented and discussed. This past summer was very calm compared to years past.

The Saturday Penticton Farmers Market still draws crowds and is an event that provides no concerns from the policing perspective. This year two auxiliary members regularly walked

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through the market chatting with the visitors and vendors. Their uniformed presence was welcome and there was very positive feedback received. In addition, the Downtown office provided staffing to offer fingerprinting for children at a September market.

Identify theft presentations continue to be in high demand throughout the community, and other events covered this quarter included CPTED (Crime Prevention Through Environmental Design) inspections of businesses, safety lectures to businesses and counterfeit presentations.

In addition to the ongoing policing programs supervised through the Downtown Community Policing Office, meetings with the Penticton Transportation Committee, Penticton By-law and Harm Reduction groups are regularly attended.

Auxiliary Constable Program

The present nominal role for Penticton's Auxiliary Constable Program is **7** members, with regular monthly meetings occurring. A Keremeos member has also been included to ensure that he is current with policy. This summer an auxiliary member for Burnaby worked with the 8 regular members. He is a local youth that is attending Simon Fraser University and returns home for the summer. Approval to work in Penticton through the acting OIC Penticton and the coordinator in Burnaby was received. This was his second summer with Penticton. He was a valuable asset and the regular members that worked with him spoke highly of his enthusiasm and assistance.

The Auxiliary Constable Program Coordinator is currently advertising for new recruits with information sessions scheduled in October. The target is 5 – 10 new recruits with a start date for a new course in January 2014. The course will run every Saturday through until the middle of May. This will allow access to more Auxiliary Constables for the busy summer season.

This July, in support of the Musical Ride, two members of the Penticton Auxiliary Unit carried the national flag and the RCMP flag into the arena. Both Auxiliary Members were dressed in full uniform and their march and displays of professionalism were outstanding.

Lock Out Auto Crime Program

The Lock Out Auto Crime volunteers continue to do an excellent job for the community. Over the summer months their patrols were concentrated on high-volume areas where tourists tend to congregate. The patrol members check all the vehicles in the parking lot and leave a notice on every vehicle whether they are secure or not. This quarter the volunteers have contributed **46** volunteer hours to the program and over **4800** vehicles have been checked for signs of auto crime with **2301** notices issued.

Citizens on Patrol (COPs)

At present the Downtown Community Policing office is responsible for both the Penticton and the Okanagan Falls COP programs. Each group is operated individually with the volunteers only patrolling their respective communities.

The Penticton COP volunteers continue to do a good job of patrolling the city. At present, there are **35** volunteers and they patrol every Saturday evening from 8 pm until midnight.

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The program has discussed daytime patrols to address thefts from vehicles. There was enthusiasm indicated for this new initiative; however, scheduling proved problematic. This initiative will be revisited in the spring.

Penticton's COPs have continued to do an outstanding job with **386** volunteer hours of patrols working on Saturday evenings from 8 PM until midnight as well as administrative time committed to the program. During the third quarter the COPs queried **1545** license plates for possible stolen autos and drove **1521** kilometers. Regular monthly meetings are held with the membership along with bi-weekly meetings with the COP supervisors.

Penticton Industrial Development Association (PIDA)
No formal meetings occurred this quarter. However, the Downtown Community Policing Coordinator maintains regular contact with the President of the PIDA and is scheduled to attend an upcoming meeting.

Restorative Justice
Penticton Community Policing continues to offer the Restorative Justice (RJ) Program. During this past quarter **6** individuals were referred including **1** adult, **1** senior and **4** youth through **5** restorative justice circles involving a total of **25** participants. The circles were facilitated or co-facilitated by community volunteers who have received training in Restorative Justice, with a total of **14** volunteer hours. The RJ Program currently has **2** files in progress and is monitoring **7** files for compliance. The Restorative Justice Coordinator accepts referrals from RCMP as well as directly from schools, and acts as a resource for the local school district in the implementation of the principles and values of Restorative Justice. This quarter the Restorative Justice Coordinator was invited to participate in a four-day Restorative Justice symposium offered through the Ministry of Justice.

The Restorative Justice Coordinator continues to participate in the wrap-around team for youth at risk, with participants including the Penticton School District, Child and Youth Mental Health, MCFD, IHA Addiction Services, Youth Probation, Youth Forensics and the Aboriginal Justice Strategy. The Restorative Justice Coordinator also participates in the wrap-around team for adults with mental illness who are involved in the criminal justice system, with participants including Adult Mental Health, Forensics, the Aboriginal Justice Strategy and the Ministry of Social Development and Housing.

Victim Services Program
Between July 1st and September 30th Penticton and Summerland Victim Services provided support to **69** new clients and continued to provide support to clients in **202** active files. The program provides emotional support and keeps clients updated with police investigations and court appearances. The program informs clients of their rights under the Victims of Crime Act and ensures that they receive any benefits and referrals to which they are entitled.

While attending a Provincial Round Table for Integrated Case Assessment Teams the Program Manager was acknowledged for her experience in working with high-risk domestic violence cases. Only **3** police-based Victim Services Workers from around the province attended as the event was by invitation only. The goal of the round table was to develop provincial best practices when dealing with high-risk domestic violence cases.

This quarter Victim Services actively worked on supporting:

- **16** different friends and family members in a lengthy murder trial held in Kelowna.

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- Over **30** friends and family when a different male was sentenced for murder.
- Friends and family of the victim of a fatal boating accident.

Penticton Victim Service has also provided vacation relief for the Oliver and Keremeos detachment areas and provided coverage for the Princeton detachment area until their Victim Services position was filled.

Prolific and Chronic Nuisance Offenders

Chronic Nuisance Offenders[v]

Seven Penticton residents qualified as active chronic nuisance offenders in the city of Penticton during the last six months, together generating approximately **2.3%** of the city's total files and approximately **12%** of the city's total liquor act, safe streets and cause disturbance reports for that time period. The group includes five males and one female between the ages of 38 and 63 who suffer from mental health and/or substance abuse issues, and one female aged 16 who is a chronic runaway, generating numerous missing persons files.

Prolific Offender Management and Inter-Agency Communication

Penticton RCMP is committed to fostering an inter-agency approach when focusing on prolific and priority offenders in the community. Members of the Community Safety Team attend regular meetings with youth and adult probation officers, as well as collaborate with local parole officers. These relationships have been instrumental in the identification of high-risk individuals and the timely dissemination of critical information such as warrants, address changes, conditions and other compliance measures. RCMP also liaises with other detachments across the province to ensure that warrants are executed in the event that an offender has relocated outside of the detachment area.

The Community Policing Coordinator participates on the steering committee for the Penticton Integration Project as well as sits on the Interior Health planning committee for the redesign of Mental Health Emergency Services.

The Penticton Community Safety Team (CST) continues an aggressive approach to compliance checks on local offenders – CST conducted **45** compliance checks this quarter resulting in **13** breaches as well as executed **15** warrants.

Crime Stoppers

Crime Stoppers received **8** tips relating to events in Penticton and area during the third quarter of 2013. This quarter was quite busy with incoming tip counts remaining fairly constant. A notable case involved a tipster identifying an individual who had been passing NSF cheques at various businesses in the Okanagan Valley for building supplies amounting to several thousands of dollars. As a result of this tip, **9** charges were laid and are before the courts.

Crime Stoppers was involved in the Organizing Committee for the Snowbirds Air Show on August 7th, 2013 that performed in Penticton. The Board of Directors had their first post-summer meeting at the end of September and is now in the process of organizing the Fall/Winter calendar.

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Crimestoppers continues to see success in publishing the weekly Mugshot and Crime of the Week programs with all local media in the South Okanagan Similkameen area along with Castanet.

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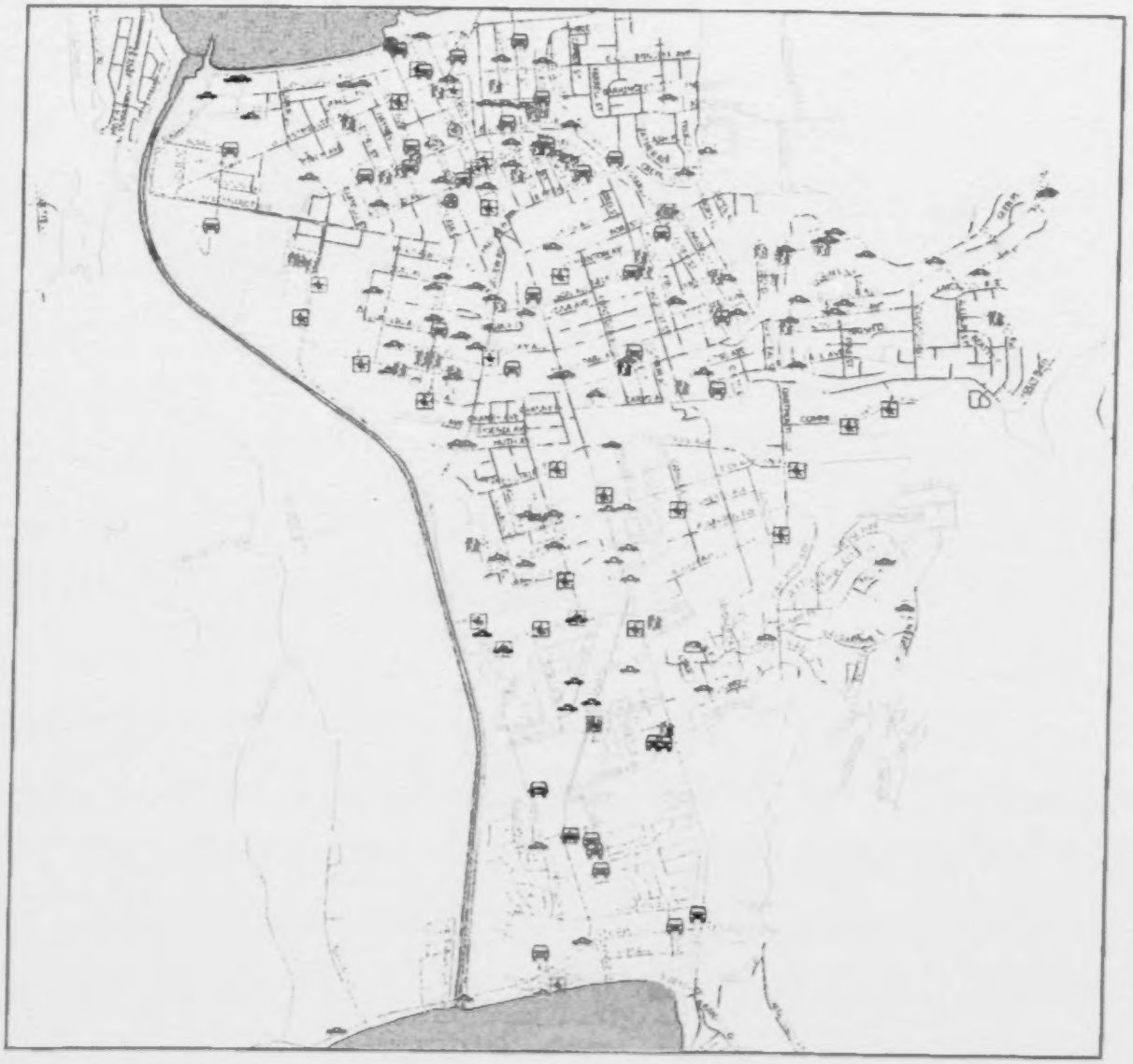
Maps

Selected Criminal Code Offences
Quarter 3, 2013[vi]



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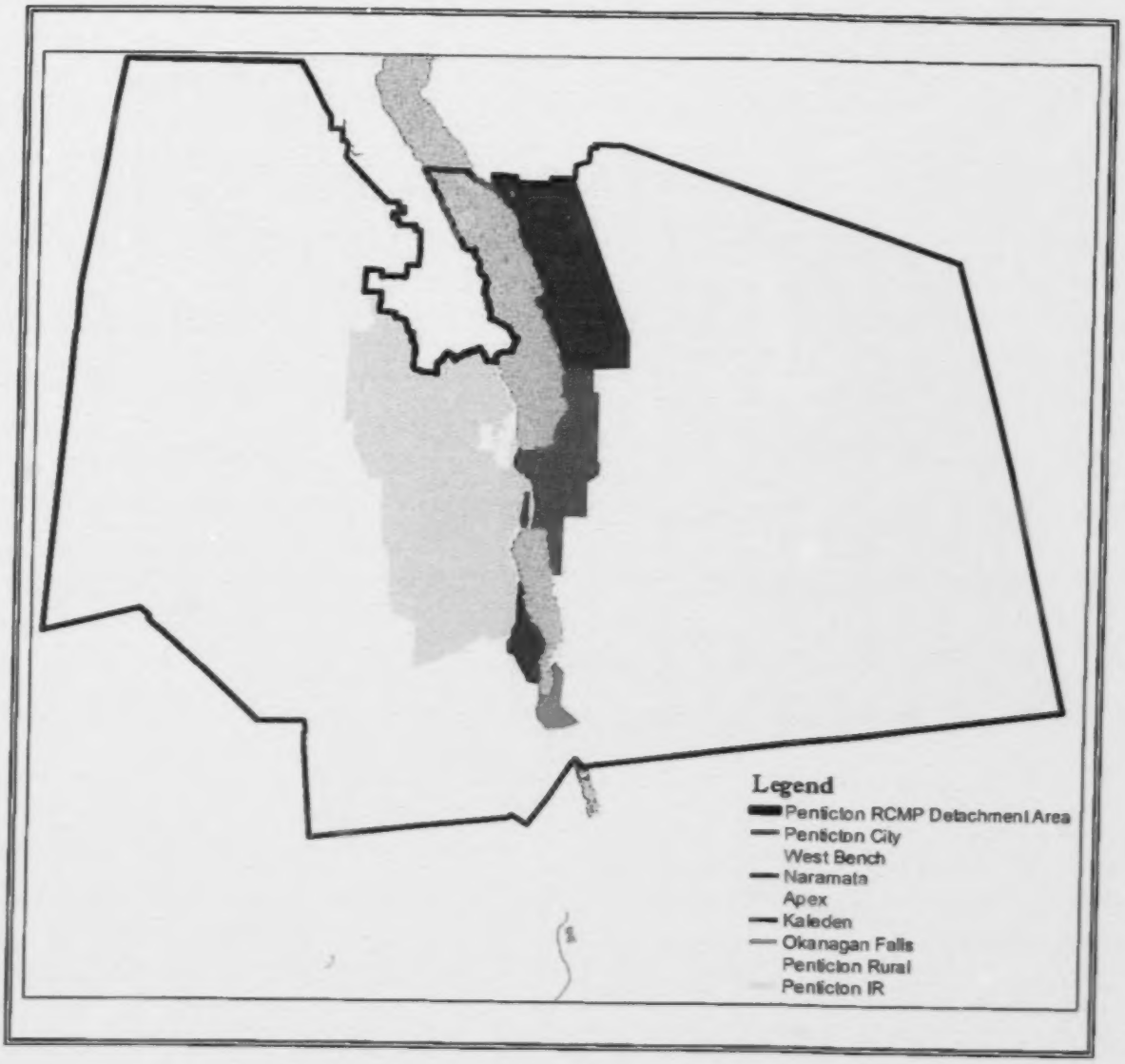
Penticton City/Rural
RCMP Atoms



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Appendix A

Royal Canadian Mounted Police / Gendarmerie royale du Canada

Annual Performance Plan / Plan annuel de rendement

Acknowledgement of Consultation / Attestation de la consultation

District / Detachment Information - Renseignements sur le district ou le détachement

Fiscal Year - Année financière 2013 - 2014

PACIFIC REGION
E
SOUTHEAST DISTRICT
South Okanagan Detachment
PENTICTON DETACHMENT M
Penticton Mun Det

Community Name(s) - Nom(s) de la(des) collectivité(s)

1. Penticton

This letter acknowledges that the stakeholders of the above-noted detachment / district / unit area or community(ies) and the RCMP have consulted and discussed our progress against last year's priority issues. Further it has been agreed that over the coming year we will collectively focus on the following priority issues.

La présente lettre atteste que les responsables de la région du détachement/district/service ou de la ou des collectivités susmentionnées et de la GRC se sont consultés et ont discuté des progrès accomplis par rapport aux enjeux prioritaires de l'année dernière. Il a aussi été convenu que les enjeux suivants constituent les enjeux prioritaires sur lesquels nous concentrerons conjointement nos efforts au cours de l'année à venir.

Community Priority Issue(s) - Enjeu(x) prioritaire(s) pour la collectivité

1. Contribute to Safer Youth
2. Substance Abuse-Drugs and Alcohol
3. Seasonal Policing
4. Traffic-Safety (motor vehicles, roads)

District / Detachment Commander - Chef de district / détachement

Insp Bradley HALIOLI
District / Detachment Commander

Signature - Signature

2013 04 03
Date

Community Representative - Représentant(e) de la collectivité

Mayor Dan ASHTON
Name - Nom

Signature - Signature

4/21.3 2013
Date

Canada

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Endnotes and Data Qualifiers

Disclaimer

All statistics in this report include founded incidents only, and do not reflect assistance, prevention, information or unsubstantiated files or incidents determined to be unfounded by attending officers. Statistical tables reflect **only the most serious offence coded to each incident** (up to four offence types can be coded to each file; therefore, overall numbers contained in this report reflect FILE counts, not OFFENCE counts). All numbers and graphs are based on raw data unloaded from PRIME-BC, have not been verified for accuracy and should not be considered to be official statistics. Minor inconsistencies from previous reports may occur due to scoring and quality assurance changes to data throughout the year. Private information files are not reflected in overall counts. Data was unloaded from PRIME-BC on *October 7th, 2013*, and will not reflect any coding or scoring changes made since that time.

Endnotes

[i] Calls for service data reflects all calls created in CAD with the exception of administrative files (i.e. files coded to atoms KR0000, PT0000, SI.0000, SO0000, SO0001); therefore, data may include cancelled files, false 911s, files created in error and other erroneous file types. This statistic is meant to offer a general overall comparison of total calls received during the two year time period by each detachment area, and does not accurately reflect the number of calls attended to by RCMP nor does it measure the number of offences which occurred during the time period in question.

[ii] Criminal code statistics reflect general occurrences coded to atoms within the Penticton RCMP's jurisdictional area. They include only those incidents which, upon police attendance, have been determined to be founded complaints, and do not include unfounded or unsubstantiated incidents. They also do not include information, prevention or assistance files. Only the most serious offence is counted for each file. Criminal code statistics are determined based on the following qualifiers:

- Assault statistics reflect aggravated assault, assault with a weapon, assault causing bodily harm, common assault, assaulting a police officer and other assault types; UCR1 codes 1410, 1420, 1430, 1460, 1461, 1462 and 1480, as well as attempted murder, UCR1 code 1210.
- Robbery statistics reflect all robbery subtypes, UCR1 code 1610 series.
- Sex offence statistics reflect all sex assaults under the UCR1 1300-1399 series including sexual assault, sexual interference, luring a child via computer, voyeurism and other offences.
- Homicide statistics reflect 1st and 2nd degree murder and manslaughter, UCR1 codes 1110, 1120 and 1130
- Theft from vehicle statistics reflect thefts over and under $5000, including license plate and validation tag theft, UCR1 codes 2132 and 2142.
- Vehicle theft statistics reflect thefts of motorcycles, trucks, automobiles and other vehicles over and under $5000 as well as files coded as vehicles taken without consent over and under $5000 UCR1 codes 2131 and 2141.
- Break and enter statistics reflect break and enters to businesses (UCR1 2120-1), residences (UCR1 code 2120-2), seasonal residences (UCR1 code 2120-4) and other structures such as sheds and outbuildings (UCR1 2120-3).
- Other theft statistics include bicycle theft, shoplifting, utilities theft and other theft under and over $5000 (UCR1 codes 2130, 2133, 2140 and 2143)
- Cause disturbance statistics are retrieved using UCR1 3430.
- Mischief statistics reflect mischief over and under $5000, UCR1 code 2170-3 and 2170-4.

[iii] Grow operation statistics were gathered using the marijuana cultivation indoor/outdoor survey UCR codes 8380-1 and 8380-2, as well as general drug production codes (UCRs 4410-4460).

[iv] Impaired driving charge statistics reflect all files where a charge was laid (including impaired operation of a motor vehicle, driving over 80 mg and refusal to provide a breath sample) and the file excludes any 215 suspensions or IRPs. 24-hour suspension statistics include files where a 215 was given but no impaired charge was laid, and files where impaired driving was coded as 'departmental discretion', which typically indicates a 215. IRPs were counted based on the number of times they were carded in PRIME during the time period.

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[v] Chronic nuisance offenders are defined as individuals having 1) the highest proportion of negative contacts (typically involving cause disturbance complains, public intoxication and other nuisance complaints) in PRIME-BC and 2) been active in the past six months (average 3 or more negative contacts per month). 'Negative contact' refers to individuals carded as suspect, subject of complaint or charged on a file.

[vi] Map is composed of selected criminal code offences including break and enters, auto crime and robbery for the three month period. Instances are coded by the most serious offence on the file and include founded offences only.

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